



***** URGENT NOTIFICATION*****

3 August 2018

Dear Valued Customer,

We have just been informed that our cap supplier has had to recall their caps due to a recall from their liner supplier. Specific lots have been quarantined which have a quality issue related to the oxygen absorption content of the liner material. Based on their notification, we have quarantined the parts we received which are from the quarantined batches. Our Quality department has confirmed that no affected caps have been released from our facility.

The cap manufacturer is working with the liner company to get this resolved. This will affect all of our 38mm caps which are item numbers COM6958 and COM6976. We have just been notified, by phone, that production is tentatively scheduled to restart on or after 17 August, with the window of our first delivery to be between 8/22 to 24.

For those of our customers who receive boxes of these caps in bulk, please contact our Customer Service department and let us know what your inventory level is currently. We request that you use your buffer inventory and we will bring you back up to those levels after everything has been resolved. If your Cubitainers come with either of these caps attached, please confirm if you will accept delivery of them without caps at this time. If not, we will work with you to reschedule delivery dates once the caps arrive.

Please contact us with any questions, comments or concerns you may have.

Sincerely,

Daihei Sakanoue
President



A DIVISION OF ZACROS AMERICA INC.
220 Lake Drive, Newark, DE 19702
800.890.1183

We deliver QUALITY to our customers. not just products.
www.hedwin.com