

User Safety Notice – Channel Partner Notification

Altair® 5X PID

August 2023

PLEASE READ NOW AND TAKE ACTION



The Safety Company

MSA Corporate Center

1000 Cranberry Woods Drive

Cranberry Township, PA 16066

800.MSA.2222

www.MSAafety.com

Dear Valued Channel Partner:

MSA is issuing the enclosed **User Safety Notice** related to the Altair 5X PID. If you receive a copy of this letter, you purchased potentially affected product.

In accordance with your distribution agreement, we ask that notify your customers who purchased potentially affected items and stop deliveries until you have inspected your product per the User Safety Notice.

Addressing Your Stock:

Include the User Notice with the customer shipment for any Altair 5X PID devices, replacement PID sensors (Part Number 10164665) or replacement PID sensor kits (Part Number 10165271) in your possession at the time that you receive this letter. Figure 1 shows how to identify an Altair 5X PID device based on the box label.



Figure 1 – Altair 5X PID Box Label



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Notifying Your Customers:

We request that you issue a copy of the enclosed *User Safety Notice* to customers that may have purchased affected Altair 5X PID units. Please complete your customer notification as soon as possible. Upon completion, please submit written confirmation to MSA at the email address indicated in MSA Customer Service Contact Information.

Please refer any direct inquiries from customers or requests for replacements to MSA at the email indicated in MSA Customer Service Contact Information.

If you prefer, you may provide us with an electronic file of all affected customers, and we will send out the *User Safety Notice* for you. Should you choose this option, please indicate that you would like MSA to notify your customers and send an Excel or tab delimited text file that includes the following seven fields of information (each element should have its own field):

- | | |
|---------------------------------|--|
| 1. Your customer's company name | 5. Customer state (country outside US) |
| 2. Customer's name | 6. Customer zip code (if applicable) |
| 3. Customer street address | 7. Customer email address (if known) |
| 4. Customer City | |

Email the file directly to MSA at the email address indicated in the MSA Customer Service Contact Information.

All information provided to MSA will be held in the strictest confidence and utilized exclusively to complete this notification. MSA processes personal data related to this *User Safety Notice* strictly in accordance with its Privacy Statement, available at <https://us.msasafety.com/privacy-policy>



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We appreciate your assistance with this matter. If you have any questions regarding this User Safety Notice, please contact MSA as shown below:

US and Canada:

call 866-672-0005 or

Email us at ProductSafetyNotices@msasafety.com

Europe, Middle East, and Africa:

Email us at ProductUserNotice@msasafety.com or contact your local MSA customer service representative

China:

Email us at info.cn@msasafety.com or contact your local MSA customer service representative

All other regions:

Contact your local MSA customer service representative.

We apologize for any inconveniences that this may cause; however, your safety and continued satisfaction with our products is important to us.

Issued by: Adam Troup
Product Safety Manager