

Moldex Product Bulletin – Mellows Disposable Foam Earplugs #6820

Monday, March 22, 2021

TO: Moldex Authorized Distributors

RE: **Possible Incorrect Packaging for the #6820 Mellows Foam Earplugs**

Dear Moldex Supply Partner,

It has come to our attention that Moldex may have shipped a limited number of #6820 Mellows foam earplugs in the incorrect polybag package during the period September 15, 2020 through October 28, 2020.

The #6620 Mellows earplugs have a NRR of 30. The possible error is that some portion of one lot of Mellows may be packaged in our #6870 Meteors polybag, which has a NRR of 33.

Please see the photos below for reference.



Incorrect Poly-Bag



Correct Poly-Bag

In an abundance of caution, we request that you do the following.

- a) Check your inventory: If you **do** have stock with lot number shown on the attached spreadsheet, please contact our CSR Dept. at 800-421-0668, ext. 550, email, customersupport@moldex.com to arrange for a QC RA #. We will then process a replacement shipment for you at no cost.
- b) If you **do not** have inventory with those lot numbers, please forward this **“Technical Bulletin”** to your customer. Your customer, whether an end-user or sub-distributor may then contact our CSR Dept. and also arrange for a QC RA# and replacement product direct from Moldex should they have stock with such lot numbers.

Attached to this Bulletin you will find a report with the following details to assist you.

- a) Quantity Shipped, b) lot number, c) ship date, d) our invoice number and e) your purchase order number

Thank you for your understanding and should you have any additional questions, please call our Technical Services Dept. at 800-421-0668, ext. 301, 512 or 550 or vial email: tech@moldex.com

Sincerely,

James Gallegos – Technical Services Mgr.
Phone: 800-421-0668, ext. 301

CC: Jeffrey S. Birkner, Ph.D., CIH – VP of Technical Services, (800) 421-0668, ext. 700
Mark Meinecke – VP of Quality Assurance, (800) 421-0668, ext. 705
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