

**Field Safety Notice
Customer Reply Form**

1. Field Safety Notice (FSN) Information	
FSN reference number*	FSN-HME-2026-01-EN
FSN date*	12 March 2026
Product/ device name*	PALAMIX® uno PALAMIX® duo
Catalogue/reference number (s)	PALAMIX® uno: 66057893 PALAMIX® duo: 66057897
Batch/serial number (s)	PALAMIX® uno. all batches with numbers below 223060 PALAMIX® duo: all batches with numbers below 520215

2. Customer Details	
Account number	
Healthcare organisation name*	
Organisation address*	
Department/unit	
Contact name*	
Title or function	
Telephone number*	
Email*	

3. Customer's Action Undertaken on Behalf of Healthcare Organisation	
<input type="checkbox"/>	*I confirm receipt of the Field Safety Notice and that I read and understood its content.

<input type="checkbox"/>	*The information has been brought to the attention of all relevant users and executed.
Print name*	
Signature*	
Date*	

4. Return Acknowledgement to Sender	
Email	hm.fsc.medical@heraeus.com
Customer helpline	+49 (0) 6181 35 2887
Postal address	Heraeus Medical Vigilance & Safety Philipp-Reis-Str. 8/13 61273 Wehrheim Germany
Web portal	www.heraeus-medical.com
Deadline for returning the customer reply form*	31 March 2026

Mandatory fields are marked with *

It is important that your organisation takes the actions detailed in the FSN and confirms that you have received the FSN.

Your organisation's reply is the evidence we need to monitor the progress of the corrective actions.