

3rd April 2024

Pusat Hemodialisis Bestari
17, Jalan Dagangan 2,
Pusat Bandar Bertam Perdana,
13200 Kepala Batas, Pulau Pinang

Dear Sir,

Subject: Important Notice Regarding use of Unauthorized Pyrogen Filters on FMC 4008SNG Hemodialysis Machines

We hope this letter finds you well. We would like to reach out to you regarding a matter concerning the maintenance of your 4008SNG hemodialysis machine.

It has been brought to our attention that some distributor has been offering an unauthorized pyrogen filter Biolight D210 as a replacement for Diasafe Plus Filter for our hemodialysis machines. While we appreciate the effort to source replacement parts, we want to ensure your awareness of the potential risks associated with using unauthorized components.

It's essential to highlight that the use of Biolight D210, may inadvertently compromise the performance and safety standards of your hemodialysis machine as it is manufactured for a different Hemodialysis machine: Biolight D800 . This could potentially impact patient safety and the validity of the warranty associated with your machine.

Our primary concern is ensuring the safety and well-being of patients using our equipment. Therefore, we would like to request you to refrain from using unauthorized spare parts and to seek genuine parts provided only by our company or our authorized distributors for any maintenance or repair needs.

We further wish to express herein that Fresenius Medical Care will not be responsible for any legal actions and/or claims from any party arising from or to the extent attributable to the usage of unauthorized spare parts on our machines/equipment.

Should you have any questions or require assistance in sourcing genuine replacement parts, please feel free to reach out to our Sales or Technical Service Team.


Thank you for your attention to this matter and your continued trust in our products. We value your partnership and are committed to providing you with the best possible service and support.

Warm regards,

DocuSigned by:

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Ha'iz Sokhini

Associate Product Manager
Fresenius Medical Care

DocuSigned by:

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Saravana Munusamy
Head of Technical Service
Fresenius Medical Care