Erba Lachema s.r.o.

ADVISORY NOTICE

16_2026_Information Regarding EC Cartridge XS plus iCa – Batch 2512019

Dear customers,

We are contacting you regarding the product EC Cartridge XS plus iCa (REG00066), batch 2512019, which you have purchased.

We would like to reassure you that the above-mentioned product remains **fully functional** and that all its standard properties and intended performance have been maintained.

During an internal review, we identified that in rare cases, a manufacturing deviation **may have** occurred concerning the application of adhesive.

In isolated cases, the EC Cartridge may not fit properly into the EC 90 device due to an excessive glue. This issue does not present a safety risk and does not affect the product's quality or performance.

If you find any difficulty inserting the cartridge into the device, we kindly ask you to contact our customer service team and submit a complaint. We will ensure that the affected product is promptly replaced.

We sincerely apologize for any inconvenience this situation may cause and appreciate your understanding and cooperation.

Please be assured that we have already taken appropriate corrective measures to prevent similar situations in the future.

Thank you for your continued trust in our products.

Yours sincerely,

Erba Lachema s.r.o.

Erba Lachema s.r.o.
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Brno, 23rd April 2026

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