CUSTOMER
STREET

POSTAL CODE / CITY
COUNTRY

Field Safety Corrective Action

2026-04-10

PRODUCT RECALL

Immediate attention required

Trade name of affected product:	Medistrip - Vein Stripper	
Type of activity:	Field Safety Corrective Action	
Article number / Batch:	REF	LOT
	01.3200	304069, 305165, 306157, 306200, 305004, 305164

Information on the affected products
Neuromedex GmbH hereby issues a voluntary product recall for the above-mentioned products / batches. The products were marketed under the brand Dispomedica.
Please note that the affected product line was already discontinued in 2024 and is no longer distributed. This measure exclusively concerns products still in the market.

Description of the problem:
In very rare individual cases, the 9mm or 12mm olive may break into two parts during use.
Although no serious patient injuries have been reported to date, safe use may be impaired in individual cases. If the olive breaks during vein stripping, it must be retrieved via an additional or extended incision. The procedure may then need to be continued from this incision – provided the vein has not already been completely stripped.
Mechanical overload during use is considered the most likely cause. However, a material defect cannot be completely ruled out.
According to our records, you have received products affected by this recall. This recall applies only to the above-mentioned batches.

Kind regards,

Neuromedex GmbH
Elisabeth Maxeiner
Team Lead Customer Service

NEUROMEDEX®

Neuromedex GmbH
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22453 Hamburg I Germany

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Hamburger Volksbank eG
IBAN DE04 2019 0003 0019 5623 06
BIC GENODEF1HH2

VAT-ID: DE 118647409
Trade Register
HRB 19038

Management Board
Markus Drewes
Giuseppe Usai

INSTRUCTIONS FOR IMPLEMENTATION OF THE CORRECTIVE ACTION

Actions for end users (e.g. physicians, hospitals):

According to our records, your institution has received products of the affected article / lot combination.
Please forward this information to all relevant persons (e.g. physicians, risk management, purchasing, logistics).
Please initiate the following actions immediately and with priority:

- Identify affected products using the specified lot numbers
- Immediately quarantine the affected products and discontinue their use
- Please confirm receipt of this information and implementation of the measures:
  - Complete the attached confirmation form
  - Return the completed form without delay
  - If purchased directly from Neuromedex, send the form to the contact details provided
  - If purchased via a distributor, send the form to the distributor
- Arrange return of the products in cooperation with our Customer Service

A credit note will be issued for returned goods.

Actions for dealers / distributors:

According to our records, you have received products of the affected article / lot combination.
Please forward this information to all relevant persons within your organization.
Please initiate the following actions immediately and with priority:

- Inform all customers who have received affected products without delay and forward this safety information to them in full.

Additionally, please:

- Stop further distribution of the affected products.
- Identify affected products in your inventory and quarantine them.
- Organize the return of products that have already been distributed.
- Please confirm receipt of this information and implementation of the measures:
  - Complete the attached confirmation form.
  - Return the completed form without delay.
- Arrange the return of the goods in cooperation with our Customer Service.

A credit note will be issued for returned goods.

Contact:

If you require further information or assistance, please contact our sales department:
Contact person: Elisabeth Maxeiner
Tel.: +49 (0) 40 696 564 101
Fax: +49 (0) 40 696 564 200
Email: contact@neuromedex.com

For questions regarding recall handling, you can also contact us by phone at +49 (0) 40 696 564 101.
We thank you in advance for your understanding and support.
Our quality policy is aimed at ensuring high customer satisfaction through excellent product quality and thereby maintaining long-term, stable relationships with our customers. We sincerely apologize for any inconvenience caused by this product recall.

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FIELD SAFETY CORRECTIVE ACTION

Confirmation Form / Reply

Trade name of affected product:	Medistrip - Vein Stripper	
Type of activity:	Field Safety Corrective Action	
Article number / Batch:	REF	LOT
	01.3200	304069, 305165, 306157, 306200, 305004, 305164

Please return the completed form immediately:
Fax: +49 (0) 40 696 564 200
Email: contact@neuromedex.com

Name of institution (e.g. distributor, hospital, practice):

Address of institution:

Actions performed:

We hereby confirm receipt of this Field Safety Corrective Action. We have taken note of it, understood it, and forwarded it to all persons / institutions affected by this measure.
We have checked our inventory with regard to the affected products. In the product list below, we have documented the quantities used and/or quarantined (returned).
We further confirm that after returning the products, no further products from these lots remain in our inventory.

Product list:

REF	LOT	Delivered quantity:	Quarantined quantity e:	Used quantity:

Form completed by:

Date	Signature	Name (printed)
.....	.....	.....

Stamp

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