



HONEYWELL PERSONAL PROTECTIVE EQUIPMENT  
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# URGENT: US DRUG RECALL

## FENDALL 2000 NON-STERILE EYEWASH CARTRIDGE

**To:** Honeywell Fendall 2000 Non-Sterile Eyewash Cartridge Customers and Distributors

**From:** Honeywell Personal Protective Equipment (“Honeywell”)

**Date:** March 29, 2024

**WARNING! ALL RECIPIENTS OF THIS RECALL NOTICE MUST READ, UNDERSTAND, AND FOLLOW ALL INSTRUCTIONS IN THIS LETTER CAREFULLY**

Dear Fendall 2000 Non-Sterile Eyewash Cartridge Customer/Distributor,

This recall notice pertains to the **Fendall 2000 Non-Sterile Eyewash Cartridge** (“Fendall Cartridge”) that our records indicate you may have either distributed or purchased.

Our supplier notified us that appropriate production controls and documentation requirements were not followed when they produced this product. Therefore, Honeywell is warning customers to immediately stop using the Fendall Cartridge. Further, wholesalers/distributors/resellers should immediately stop shipping and selling the Fendall Cartridge and notify any of their customers who may be impacted by product recall.

**To date, there have been no reported issues or injuries associated with this product**, but Honeywell is issuing this recall notice out of an abundance of caution because **use of the product without seeking medical attention afterwards could result in an eye infection.**

To identify affected units, locate the information on the chart below on the label of the Cartridge. Affected products will have the numbers and date ranges as listed below. A picture of a Fendall Cartridge is also provided in Appendix A below, showing the Fendall Cartridge and where to locate information to identify affected product.

### Affected Product Information Table

Product Name	Manufacturer's Product Number / Catalog Number	Expiration/ Use By Date (MM-YYYY)	Regions
Fendall 2000 Non-Sterile Eyewash Cartridge	32-002050-0000	10-2023 through 06-2025	US

**These products must be immediately removed from service/use and all shipments/sale/distribution of inventory must stop.** You should have already ceased selling/shipping/using any products that are expired.

The following provides detailed instructions on immediate actions you are required to take:

- **Wholesalers/Distributors/Resellers**

- **If you are a wholesaler, distributor or reseller of affected product as described above**, immediately stop selling and shipping affected products. Forward this recall notice to any of your customers/end-users who have purchased affected products with an urgent request that they read and comply with these instructions. If applicable, please ensure that your customers forward this recall information to their customers/end-users.
- If you have any affected product still in stock, destroy or dispose of it. Please provide Honeywell with confirmation of destruction or disposal using the form below.
- After you have taken the steps above, contact Honeywell at the phone number or email below if you would be interested in discussing a credit towards your next eyewash purchase or a replacement using Pure Flow 1000 Cartridges/ Stations. Confirmation of destruction or disposal and non-expiration would be required.

- **End Users**

- **If you are an end user of affected product**, immediately remove it from stock, service or use and destroy or dispose of it to avoid accidental use.
- After you have taken the steps above, contact your wholesaler/distributor/reseller as needed and to provide confirmation of destruction or disposal using the form below. Please contact Honeywell directly if your Fendall 2000 station has already been used (i.e., the eyewash liquid has been deployed in the station) with an affected product as described in this notice.

This recall notice only concerns the Fendall Cartridge. **No other Honeywell eyewashes are subject to this recall, and they can continue being used.** Honeywell has been a manufacturer of industrial personal protective safety products for more than 75 years and our customers' safety is our highest priority.

Please report any adverse reactions or quality problems experienced with use of affected product to Honeywell Customer Service as outlined below. For additional information and instructions on this recall or future Honeywell purchases, contact Honeywell Customer Service in your region:

PPE USA: 1-800-430-5490

PPE Canada: 1-888-212-7233

Email: [CustomerServiceInquiryBox@Honeywell.com](mailto:CustomerServiceInquiryBox@Honeywell.com)

We sincerely apologize for any inconvenience this may cause as we are working to securing a new supply of Fendall Cartridges. Thank you for your continued trust and longstanding business relationship with Honeywell.

Best regards,

A handwritten signature in black ink that reads "Dan Marshall". The signature is written in a cursive, flowing style.

**Dan Marshall**

Sr. Director of Offering Management  
Honeywell Personal Protective Equipment

# Appendix A

## Identification of affected product:

Fendall 2000 Non-Sterile Eyewash Cartridge 32-002050-0000



# DRUG RECALL RESPONSE

## Confirmation of Destruction or Disposal

*Response is Required*

### Customer Information

[Customer Name]  
[Street Address]  
[City, State, Zip Code]  
[Country]

## FENDALL 2000 NON-STERILE EYEWASH CARTRIDGE

I have read and understand the recall instructions provided in the March 29, 2024, recall notice.  
Yes \_\_\_ No \_\_\_

My company has destroyed or disposed of all Fendall 2000 Non-Sterile Eyewash Cartridges in our possession.  
Yes \_\_\_ No \_\_\_

Are you aware of any adverse events associated with recalled product?  
Yes \_\_\_ No \_\_\_

If yes, please provide details:

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### Recalled Product Information

Product Name	Purchase Order Number	Manufacturer's Product Number / Catalog Number	Lot Number Shipped to Customer	Quantity in Inventory	Quantity Distributed / Used	Quantity Destroyed / Disposed

### Return Response Box

Please provide any additional information, if applicable.

**Wholesalers/Distributors/Resellers**

I have checked my stock and have destroyed or disposed of inventory consisting of \_\_\_\_\_ [units, cases, etc.].

\_\_\_\_\_ I have identified and notified my customers that were shipped or may have been shipped this product via \_\_\_\_\_ [date and method of notification]  
OR

\_\_\_\_\_ Attached is a list of customers who received/may have received this product and their contact information. Please notify my customers.

**PLEASE EMAIL COMPLETED RESPONSE FORM TO:**  
[CustomerServiceInquiryBox@Honeywell.com](mailto:CustomerServiceInquiryBox@Honeywell.com)

Signature Confirming Destruction/Disposal \_\_\_\_\_

Date \_\_\_\_\_

Name/Title	
Telephone	
Email address	

**Check if applicable:**

Please have Customer Service contact me.