

## Urgent Field Safety Notice

### Customer Reply Form

<b>1. Field Safety Notice (FSN) information</b>	
FSN Reference number*	2507/51788/00 - PM6/SS14/FSN
FSN Date*	01/07/2025
Product/ Device name*	Easymoov6 Enteral Feeding Pump
Product Code(s)	0VEPM6G02
Batch/Serial Number (s)	All serial numbers

<b>2. Customer Details - Customer to complete</b>	
Account Number	
Healthcare Organisation Name*	
Organisation Address*	
Department/Unit	
Shipping address if different to above	
Contact Name*	
Title or Function	
Telephone number*	
Email*	

<b>3. Customer action undertaken on behalf of Healthcare Organisation</b>				
<input type="checkbox"/>	I confirm receipt of the Field Safety Notice and that I read and understood its content.			
<input type="checkbox"/>	I performed all actions requested by the FSN.			
<input type="checkbox"/>	The information and required actions have been brought to the attention of all relevant users and executed.			
<input type="checkbox"/>	I have returned affected devices - enter number of devices returned and date complete.	Qty:	Lot/Serial Number:	Date Returned (DD/MM/YY):
		Qty:	Lot/Serial Number:	Date Returned(DD/MM/YY):
		N/A	Comments:	
<input type="checkbox"/>	I have destroyed affected	Qty:	Lot/Serial Number:	

	devices – enter number destroyed and date complete.	Qty	Lot/Serial Number:
		N/A	Comments:
<input type="checkbox"/>	No affected devices are available for return/ destruction		
<input type="checkbox"/>	Other Action (Define):		
<input type="checkbox"/>	I do not have any affected devices.		
<input type="checkbox"/>	I have a query please contact me (e.g. need for replacement of the product).		
Print Name*			
Signature*			
Date*			

4. Return acknowledgement to sender	
Email	<a href="mailto:technical-uk@vygon.com">technical-uk@vygon.com</a>
Customer Helpline	01793 748800
Postal Address	Vygon (UK) Ltd, The Pierre Simonet Building, V Park, Gateway North, Latham Road, Swindon, Wiltshire, SN25 4DL
Web Portal	<a href="http://www.vygon.co.uk">www.vygon.co.uk</a>
Fax	N/A
Deadline for returning the customer reply form*	24/07/2025

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.