



24 February 2021

## Important Customer Notice – Immediate Action Required

Dear Colleague,

### **Fang Tian FT-045A FFP3 masks** **Product Codes: BWM541**

Further to the important customer alert of 18 February advising that this product should be quarantined, we are unable to confirm that the item meets the necessary technical specifications at this time and have taken the decision to recall the product to avoid unexpected use whilst our investigations continue.

The safety of all frontline staff is our top priority.

We would therefore ask that you identify any stock of the product code above. Please continue to quarantine these items and contact the DHSC Product Enquiries Team by emailing [productqueries@ppeenquiries.com](mailto:productqueries@ppeenquiries.com), quoting the reference “*FFP3-Fang Tian*”. Please confirm the volume that you hold and we will arrange collection as part of the uplift process.

We are aware that this item may have been subject to mutual aid and may have been distributed further than the initial recipient. If this is the case, please inform receiving organisations of this notice and advise them to contact the DHSC Product Enquiries Team as above.

### **Action Required**

- Identify if you have any stocks of the affected product code.
- Continue to quarantine the product and contact us by emailing [productqueries@ppeenquiries.com](mailto:productqueries@ppeenquiries.com) quoting reference *FFP3 – Fang Tian* and confirming the volume of product held.
- If the product has been distributed via mutual aid, please inform receiving organisations of this notice and advise them to contact the DHSC Product Enquiries Team as above.

### **Further Actions**

We have taken immediate actions to stop any further distribution and to quarantine the Fang Tian FT045A FFP3 masks at this time. We have commissioned independent testing and will communicate with you shortly about the outcome of this. We will provide a further update once our investigations have concluded.

Yours sincerely,

Moira Philpott- Deputy director Primary Care – COVID PPE - Demand  
Acting Chair DHSC Decision Making Committee



Annex A: Product Images





Department  
of Health &  
Social Care





*The FT-045A model has a head strap adjusted by a toggle.*