

Urgent Field Safety Notice

Product Correction

Ultramat S ('Unit /Product')

October 2025

Dear [Dealer]

SDI Limited ('SDI'), is actioning a field safety notice ('FSN') for the above Product.

This potentially affected Product may have been supplied to your organisation for purchase by your customers. We ask you to review and make the below available to affected customers.

Issue description

If a user rapidly unplugs the Unit from the mains socket and immediately touches the Unit's plug pins, there is potential for the user to experience a small electrical discharge, similar to everyday static.

The potentially affected Units have serial numbers 144445 and above. Please note that this does not affect the Ultramat 2 unit.

Customer actions

There is no danger to the user.

The situation can be completely nullified by switching the Unit off at the rear switch before removing the plug from the mains socket.

Alternatively, users can return the unit to SDI to have a corrective modification installed. To enquire about a unit modification, users should email Customer.PC@sdi.com.au by 31st Dec 2025.

Required dealer actions

1. Please circulate the accompanying communication '*Urgent Field Safety Notice: Ultramat S*' to your customers who have or are likely to have purchased the Unit from you, by 15 December 2025.



YOUR
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OUR
VISION.

SDI LIMITED ACN 008 075 581 | ABN 27 008 075 581

HEAD OFFICE 3-15 BRUNSDON STREET, BAYSWATER. PO BOX 314, VICTORIA, 3153 AUSTRALIA.

TOLL FREE 1800 337 003 | TELEPHONE +61 3 8727 7111

FAX +61 3 8727 7222 | info@sdi.com.au | www.sdi.com.au

2. Please complete the dealer reply form noted on pages two and three, returning them to SDI by 15 December 2025. Return by emailing Customer.PC@sdi.com.au or using the details on section

Field Safety Notice Customer Reply Form

Dealer Reply Form (LV)

Please complete and return to SDI by 15 December 2025, even if you have no affected

1. Field Safety Notice (FSN) information	Units
FSN Reference number	TBC
FSN Date	October 2025
Product/ Device name	Ultramat S
Product Code(s)	5546058
Batch/Serial Number (s)	Serial number 144445 and above

2. Your Details
Account name
Account number
Organisation address
Department/Unit
Shipping address if different to above
Contact name
Title or function
Telephone number
Email

3. Customer action undertaken on behalf of Healthcare Organisation		
Please check boxes where appropriate		
3a	☐	I confirm receipt of the Field Safety Notice and that I read and understood its content
3b	☐	I performed all required dealer actions requested by the FSN (page 1)
3c	☐	The information and required actions have been brought to the attention of all relevant users and executed.
3d	☐	I have stocks of the product that need actioning by SDI <i>Note: If selected, complete details in section 4</i>
3e	☐	I do not have any stock of this product
3f	☐	I have a query please contact me. (e.g. need clarification).
Dealer details		
Print Name:		
Signature:		
Date:		



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4. Existing unit supply to be actioned

If the previous 3d box has been checked, enter the serial numbers of each unit on hand:

5. Return acknowledgement to sender

Please complete this form and return to SDI via the details below

Email	Customer.PC@sdi.com.au
Customer Helpline	00800 0225 5734
Postal Address	SDI Germany GmbH Hansestrasse 85 51149, Cologne Germany
Deadline for returning the customer reply form*	15 December 2025

It is important that your organisation takes the actions detailed in the FSN and confirms that you have received the FSN, even if you have no affected inventory.

Your organisation's reply is the evidence we need to monitor the progress of the corrective actions.

Sincerely,

Lyn Chau

Senior Quality & Regulatory Affairs Manager (Management Representative)

SDI Limited