



YOUR
SMILE.
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

Urgent Field Safety Notice

Product Correction

Ultramat S

Date: October 2025

Dear Doctor,

SDI Limited ('SDI') is conducting a product correction of the capsule triturator/mixer Ultramat S ('Unit'). This potentially affected product may have been supplied to your organisation.

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, to enquire about a unit modification, please go to <https://www.sdi.com.au/au/fsn/> and lodge a request by 31 December 2025, noting the serial number of your Unit.



YOUR
SMILE.
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

This notice needs to be passed on all those who need to be aware within your organisation or to any organisation where the potentially affected Units have been transferred. Please maintain awareness on this notice and resulting action for an appropriate period to ensure effectiveness of the corrective action. Please report all Unit-related incidents to the manufacturer, distributor or local representative, and the national Competent Authority if appropriate, as this provides important feedback

Faithfully,

Lyn Chau

Senior Quality & Regulatory Affairs Manager (Management Representative)

SDI Limited



YOUR
SMILE.
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

Product information

Commercial product name	Ultramat S
Primary clinical purpose of device	Use by dental professional to mix encapsulated products such as amalgam and glass ionomer capsules.
Unique Device Identifier (UDI-DI)*	9336472005542
Device Model/Catalogue/part number(s)*	5546058

Additional details

Background of issue	This risk was first detected after a reported observation in the DE
Probability of problem arising	0.09% probability, based on customer data, leading to a 'probable' classification.
Issue description	Small electrical discharge, similar to everyday static, which is not life threatening.
Further information	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, to enquire about a unit modification, please go to https://www.sdi.com.au/au/fsn/ and lodge a request by 31 December 2025, noting the serial number of your Unit.
Local SDI representative	Local representative: Jan Benes Mobile: +42 (0) 323 607 487



YOUR
SMILE.
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

Action date

Users should enquire about a unit modification to
<https://www.sdi.com.au/au/fsn/> by 31 December 2025.