

**User Notice**  
Select MSA Flexi-Filters®

November 30, 2020

**MSA Corporate Center**  
1000 Cranberry Woods Drive  
Cranberry Township, PA 16066  
800.MSA.2222  
www.MSAsafety.com

**Dear MSA Respiratory Protection Customer,**

An MSA vendor informed MSA of a reduced longevity for specific batches of the vendor's material. The material is incorporated into certain part numbers of our Flexi-Filters®.

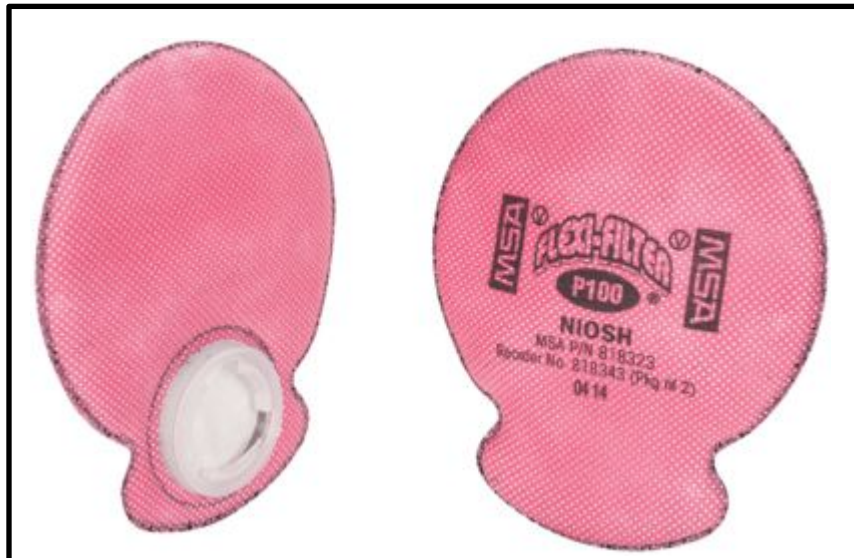
Material from these batches was used in Flexi-Filters manufactured between May 15, 2020 and June 22, 2020 with reorder numbers 818342 and 818343.

MSA has performed testing and determined that, although the reduced longevity of the vendor's material may impact the filter performance over time, affected filters in the field have not reached their end of life.

However, because the filter performance may be affected over time, we are requesting that you return potentially affected unused filters to MSA for replacement. Additionally, we request that you remove from service potentially affected filters that are in use at the time that you receive this notice.

MSA has resolved the material situation. Flexi-Filters produced before May 15, 2020 or after June 22, 2020 are not impacted.

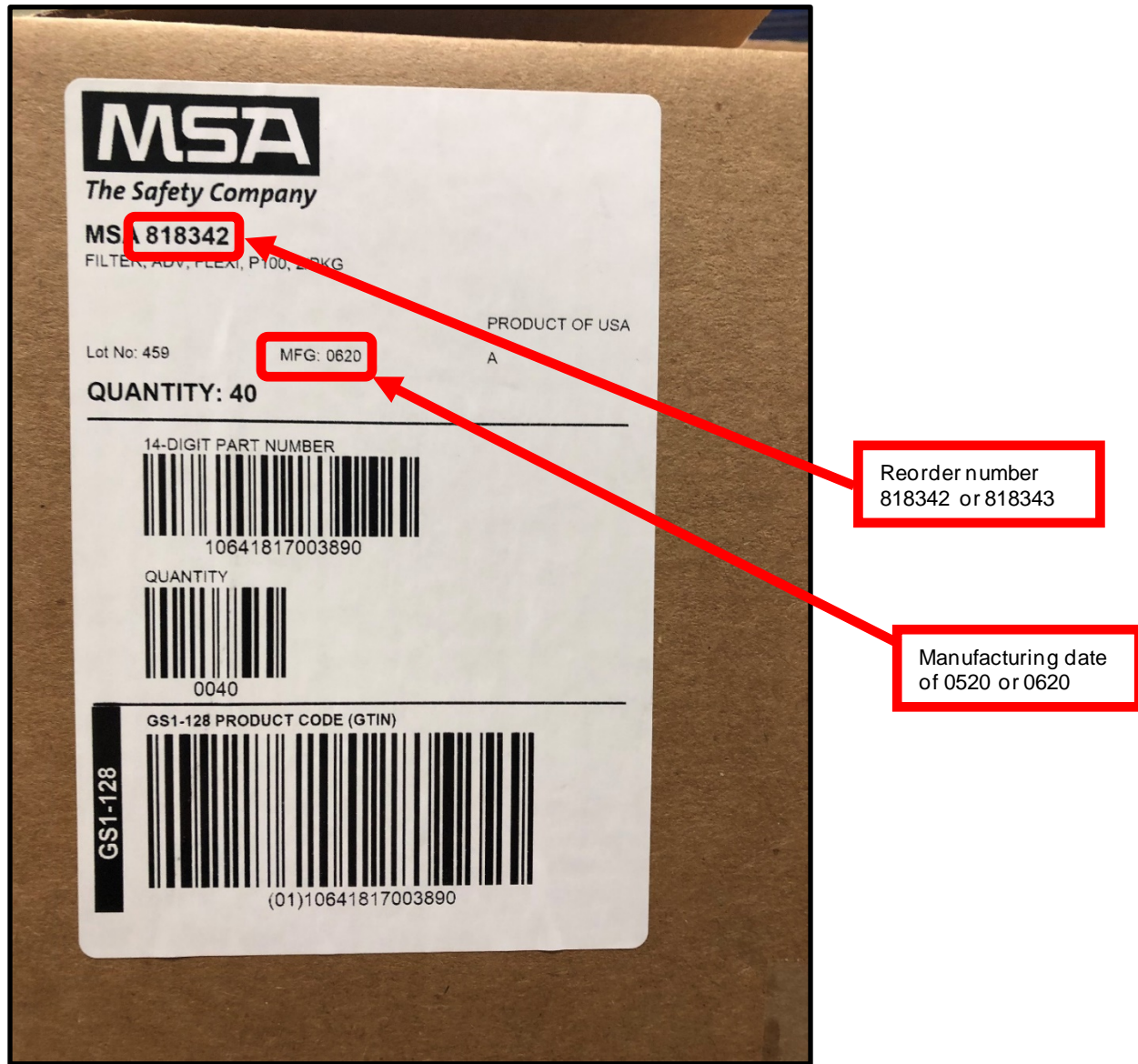
**MSA is advising all customers to remove from service MSA Flexi-Filters that are marked with a reorder number of 818342 or 818343 AND a manufacturing date of 0520 or 0620. MSA will provide replacements.**



**Figure 1 – MSA Flexi-Filter**

**Identifying Potentially Affected Flexi-Filters**

Any Flexi-Filters marked with a manufacturing date of 0520 or 0620 AND a reorder number of 818342 and 818343 are to be removed from service. You can find this information on the box in which Flexi-Filters are delivered, on the bag containing two Flexi-Filters or on the individual Flexi-Filter. Reference Figures 2, 3 and 4.



**Figure 2 – Markings on a Box of Flexi-Filters**

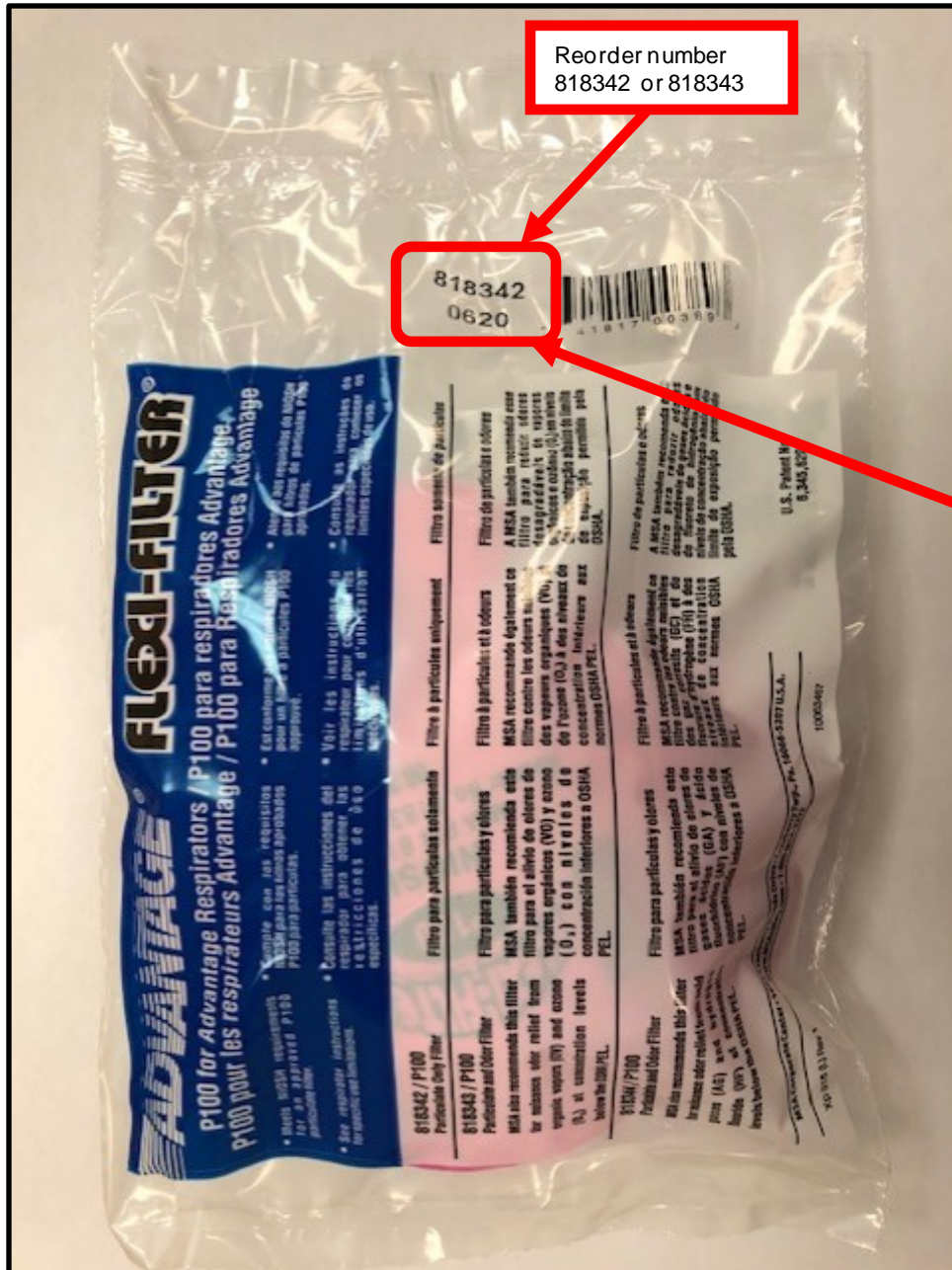


Figure 3 – Markings on a Bag of Flexi-Filters



**Figure 2 – Markings on an Individual Flexi-Filter**

### **Returning and Replacing Flexi-Filters**

We recognize that this is an inconvenience and in an effort to minimize any disruption, we pledge to take any replacement actions as expeditiously as possible.



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If you are in possession of Flexi-Filters marked with a manufacturing date of 0520 or 0620, remove them from service.

Complete the enclosed Filter Return Form and email it to Customer Service at the appropriate email address below. We will then send you shipping instructions and a shipping label to use when returning your potentially affected filters to MSA. Once your filters are received, replacements will be shipped.

**MSA Customer Service Contact Information:**

If you have any questions regarding this Inspection Notice, please contact MSA Customer Service as follows:

- U.S., Canada, or U.S. Territories – 1-866-672-0005 or by email at: [ProductSafetyNotices@MSAafety.com](mailto:ProductSafetyNotices@MSAafety.com).
- Outside the U.S., Canada, and U.S. Territories – 724-776-8626 or by email at: [LAMZonecs@MSAafety.com](mailto:LAMZonecs@MSAafety.com).

We apologize for any inconveniences that this may cause; however, your safety and continued satisfaction with our products is important to us.

Best regards,

A handwritten signature in blue ink that reads "Nathan Andrulonis".

Nathan Andrulonis  
Director, Product Safety

PS20028-01



**MSA Flexi-Filter®**  
Filter Return/Replacement Form

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Please complete this form and email it to the appropriate MSA Customer Service address below:

- U.S., Canada, or U.S. Territories – [ProductSafetyNotices@MSAafety.com](mailto:ProductSafetyNotices@MSAafety.com)
- Outside the U.S., Canada, and U.S. Territories – [LAMZonecs@MSAnet.com](mailto:LAMZonecs@MSAnet.com)

Multiple orders can be placed by submitting additional copies of this form.

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Shipping Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Quantity

Unused potentially affected filters you are returning for replacement	_____ Full Boxes
	_____ Bags not included in boxes above
In-use potentially affected filters to be replaced (Note: in-use filters are not required to be returned but must be removed from service.)	_____ Filters

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MSA Use Only - Order Code: UR5  
PS20028-01