

Dental Touchsteam Portable Steamer, 115v/Kerr Corporation Recall (3/14)

Reason/Information:

Kerr issued a recall on the following material, dated 7 January 2014. Reason: Some Kerr Dental Touchsteam Steam Cleaning units may not perform in accordance with design specifications, resulting in a possible safety risk. The affected units may overheat, smoke and spark, which in rare circumstances may cause internal components to ignite, creating a possible risk of burns and fire.

Disposition/Instructions:

If your dental touchsteam portable steamer's 115v is within the serial range (identified below), immediately discontinue use of the steamer and arrange for its return to Kerr Corporation by contacting Kerr Customer Care at 800-537-7123, to receive an Return Merchandise Authorization Number (RMA); have your serial number and purchase date information available when calling. Once Kerr has confirmed that your unit is subject to the recall, a Kerr representative will ask you to complete and sign the Acknowledgement Form (See Image on Message under Additional Documentation/Attachment) to complete the RMA process.

Fax your acknowledgement of the attached notice to: 714-288-4605.

For general questions, call 714-516-7400.

Material distributed between December 2007 and December 2011.

Item Information:

NSN (FSC-NIIN): 6520-NS1
Part Number: 33405
Nomenclature: DENTAL TOUCHSTEAM PORTABLE STEAMER, 115V
UI: EA
Manufacturer: KERR CORPORATION

LOT / SN:
SN0001_THRU
SN2058

NOTES:

NOTE 1:

The above serial numbers are SN0001 thru and including SN2058.

POC Contact Information:

USAMMC-E

Email: usarmy.rheinland-pfalz.medcom-usammce.list.dtd-quality-assurance@mail.mil

Phone (COMM): 011-49-6331-86-7118/7181

Phone (DSN): 495-7118

Fax: 6218
US ARMY
Email: usarmy.detrick.medcom-usamma.mbx.doc@mail.mil
Phone (COMM): 301-619-4300
Phone (DSN): 343-4300
Fax: 301-619-4468
US AIR FORCE
Email: afmoa.sgalc@us.af.mil
Phone (COMM): 301-619-4170
Phone (DSN): 343-4170
Fax: 301-619-2557
US NAVY
Email: MMQC2@MED.NAVY.MIL
Phone (COMM): 301-619-3085
Phone (DSN): 343-3085
Fax: 301-619-2473

Additional Message Recipients:

Please ensure widest dissemination of information to all interested entities.

Message Dissemination Authorization:

US AIR FORCE

AF Activities Will Take Action As Prescribed In Afi 41-209, Medical Logistics Support, Chapters 3 And 9. For MAJCOMS & NGB --This Msg Has Been Transmitted To All Designated Subordinate Medical Activities.

US ARMY

See Army Regulation (Ar) 40-61, 28 January 2005, Chapter 4, And The Department Of The Army Supply Bulletin (Sb 8-75-11) For Applicable Policies And Procedures.

Additional Documentation/Attachments:

http://www.usamma.amedd.army.mil/assets/apps/nala_qaweb/attachments/MMQC-14-1186_1.pdf