

Dear Customer,

The oxygen indicators manufacturer recently informed us that some oxygen indicators in our master bags would show purple/gray in color due to a pigment issue. After consulting with our manufacturer, we learned the following:

1. All indicators were pink when the absorbers were vacuumed sealed in the master bag before shipped from our plant.
2. The problem is with the indicator itself; the pink pigment degrades over time into purple or gray. The color degrading happens during transport and storage or over one month or more period.

We will **warranty** the purple or gray indicator, if the absorber master bag is still in a **vacuum-sealed condition**. If the absorber master bags are in the vacuum-sealed condition, no matter of the color of the indicators, they are still in good condition and can be used in your application.

When the absorber master bag is **not** in vacuum-sealed condition, it is **not** acceptable and should be treated as expired, regardless of the indicator color. In such cases, please contact Pepper at [oxyfree21@gmail.com](mailto:oxyfree21@gmail.com) or Stuart Abrams at [Oxyfree23@gmail.com](mailto:Oxyfree23@gmail.com) for refund or credit.

There should be a piece of paper in the absorber carton showing what it is like "not in vacuum sealed condition".

Sincerely

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