



February 4, 2014

Dear BM83-20 Customer,

We recently received notification of a source design failure for a BM83-20 Co-57 Flexible Ruler, where the red end cap came off during the customer's standard cleaning procedure.

This is the first reported failure of this source design since introduced by RadQual, LLC in 2004. The customer also reported that this failure ultimately resulted in the loss of one non-radioactive and one radioactive segment contained within the source.

The customer continued to use the source after the failure and for nearly two years longer than the recommended two (2) year working life as stated in the Sealed Source and Device Registration (NR-1235-S-107-S). While the cause of this failure is not clearly known at this time, we caution you to use care when handling and cleaning the source especially when cleaning and wiping near and on the end caps.

We have re-evaluated the source design and have identified a slight modification that reduces the likelihood of accidentally removing the end cap during normal conditions of use, and provides an additional barrier to prevent the loss of source segments should the end cap become removed. These corrective actions will be employed on all future models.

If you have experienced a similar failure please contact Keith Allberg at 603-513-1221 to report this as soon as possible.

Respectfully

Keith C. Allberg

RadQual, LLC