**FAQ: Hand Protection, NF11 and NF11X Safety Notification**

**How do I determine which gloves to quarantine?**

NF11 and NF11X to be quarantined, were shipped prior to 1/1/2019.

There are also visual indicators

|  |  |
| --- | --- |
| Outer case label before January 1, 2019 | Outer case label after January 1, 2019 |
|  |  |
| Case label is marked with CE information | Case label has CE information removed. |
|  |  |
| Inner, bundle pack insert card before January 1, 2019 | Inner, bundle pack insert card after January 1, 2019 |
|  |  |
| Inner pack, insert card is marked with CE information. | Inner pack, insert card has CE information removed. |
|  |  |
| Glove stamp before January 1, 2019 | Glove stamp after January 1, 2019 |
|  |  |
| Glove stamp with North by Honeywell logo and CE information. | Glove stamp with Honeywell North logo and CE information removed |
|  |  |

**What should I do when I have identified the gloves for quarantine?**

Log quantity by size, seal all product, and set aside. Mark wrapped product with a notice of “DO NOT USE”.

**Can I return product to Honeywell?**

No. There will be a secure site to return all product, for safe disposal.

**How will I get credit for product?**

You will be contacted by our contractor with more information on how to log and return product. At that time, a credit will be issued.

**How will my customers be notified?**

The Honeywell contractor will collect information to contact your customers, or will aid you in communication. Details will be released in the next week.

**Is replacement product available, and has it been tested?**

We do have product available, and additional product arriving. Product has been tested by a 3rd party lab, with no Azo dye reported.