



Mar. 18, 2022

**RE: SERVICE NOTICE**  
**TOMY Ultrasonic Disruptor UD-211**

Dear Valued Customer:

It recently has come to our attention that the system in TOMY's Ultrasonic Disruptor UD-211 may cause the unit to carry an unexpected electrical charge. This unexpected electrical charge may cause a tingling sensation when the user touches the converter or the metal stand supporting the converter when it is being in use. For this reason, the TOMY Ultrasonic Disruptor UD-211 may pose a risk to users.

If it is currently being utilized at your facility, please stop utilizing it immediately and notify us. Our contact information is as follows:

**TOMY DIGITAL BIOLOGY CO., LTD.**

**ADDRESS:** 3-14-17 Tagara, Nerima-ku, Tokyo 179-0073 Japan

**TEL:** +81-3-5971-8160

**FAX:** +81-3-3970-6036

**EMAIL:** [ud\\_mp@digital-biology.co.jp](mailto:ud_mp@digital-biology.co.jp)

Once you contact us, we will arrange for a technician to examine the Ultrasonic Disruptor UD-211 being utilized in your facility, and if necessary, repair any problems. This service will be provided at no cost to you.

Once again, due to potential harm to users, if your facility utilizes the Ultrasonic Disruptor UD-211, please cease the use and notify us immediately.

We apologize for any inconvenience this may cause you and ask for your kind understanding and cooperation. We will continue to make every effort to further enhance our product quality to meet and exceed your expectations. Thank you very much for your kind attention to this matter.

Sincerely,

**TOMY DIGITAL BIOLOGY CO., LTD.**