

February 16, 2010

ATTENTION: Voluntary Market Recall - Dycal®

Dear Valued DENTSPLY Customer,

As you know, DENTSPLY has been proactively and diligently investigating all complaints associated with the **Dycal® Radiopaque Calcium Hydroxide Composition Cavity Base/Liner**. We have become aware that several recent lots of Dycal® may exhibit faster setting characteristics than is normal for these products. The material may also seem thicker than usual when expressed from the tube. We have determined there is no health risk to either patients or dental professionals associated with these products. Based on this, we regret to inform you of our decision to voluntarily recall the Dycal material.

Recall Procedure (ACTION REQUIRED):

1. May I request you to sign and send the enclosed 'Notification of Receipt' form to confirm that you have read through this notice and are taking necessary action.
2. Please contact all the dentists who have purchased Dycal with these lot numbers from you, by using the enclosed letter (for dentists).
3. We kindly ask you to contact the company **UPS** (our customer no. 614V73) for the return of all the Dycal packs from these lot numbers, back to:
Alpana Vijayaraghavan
DENTSPLY Ltd
Alexandra Business Centre,
Unit 2, Alexandra Road,
Addlestone, SURREY
KT15 2PQ
4. DENTSPLY UKD will provide return authorizations and credit for the quantities that you send back to us. For any clarifications, please contact Alpana Vijayaraghavan at DENTSPLY +44(0)7920 492116.

SKU	Description	Lot #
61105501	Dycal Ivory Standard Package	090919, 091106
61105506	Dycal Ivory Standard Bulk Pack	091017, 091106

DENTSPLY is making every effort possible to rectify this situation and provide the market with replacement product. At this time direct replacement Dycal product is not available. In the meantime we recommend other available calcium hydroxide base/liners on the market. We will notify you when Dycal material is available. Thank you in advance for your assistance.

Best regards,



Gerard Campbell
General Manager & Vice President – DENTSPLY UKD

February 16, 2010

Attention: REQUIRES IMMEDIATE ACTION

RE: Dycal[®] Calcium Hydroxide Cavity Base/Liner

Dear Dentist,

As a valued customer and user of **Dycal[®] Calcium Hydroxide Cavity Base/Liner**, it is essential for us to keep you informed of any product issues that may arise. In keeping with DENTSPLY's tradition of open communication, we would like to inform you of an issue affecting several lots of Dycal[®] Calcium Hydroxide Cavity Base/Liner that has recently come to our attention.

We have become aware that several of the recent lots of Dycal[®] may exhibit faster setting characteristics than is normal for these products. The material may also seem thicker than usual when expressed from the tube. There is no health risk to either patients or dental professionals associated with these products. However, the lots listed below do not meet DENTSPLY's high standards for product quality and we wish to make you aware of the affected material. Our records indicate that you may have received one or more lots of this material from us. This letter will provide all of the details you need to identify and return the product in question. The item numbers and lot numbers affected are listed in the table below:

SKU	Description	Lot #
61105501	Dycal Ivory Standard Package	090919, 091106
61105506	Dycal Ivory Standard Bulk Pack	091017, 091106

The lot number is located on the label that is affixed to the material's box. If you no longer have the original box, the lot number is on the crimped end of the tube, with the initial zero omitted (e.g. lot 091106 will appear as 91106 on the tube).

How we need your help:

1. Please examine your current inventory, and if you locate this material, please return it to us using the enclosed postage-paid label.
2. Upon receipt of this material, we will issue credit to you and send back the material to DENTSPLY.
3. If you do not have any of the listed material in your inventory, please contact us to let us know that we should not expect a return from your surgery.

DENTSPLY is making every effort possible to rectify this situation and provide the market with replacement product. At this time direct replacement Dycal product is not available. In the meantime we recommend other available calcium hydroxide base/liners on the market as an alternative.

We would like to express our apologies for any inconvenience this may have resulted in, for you, your practice and your patients. We sincerely appreciate your continued support of our and DENTSPLY products.

Best regards,

Dealer Signatory