

22nd April 2022

Re: Smiths Medical Product Supply Disruption

Dear Valued Customer,

Thank you for choosing Smiths Medical products to serve your patients. The purpose of this letter is to inform you of a supply constraint of the Portex® Loss of Resistance Device to a number of Portex® Epidural and Combined Epidural/Spinal products.

We expect that we will have constraints from early 2022 and are currently working on a number of different options and solutions with our suppliers, to help return stock levels back to a suitable level.

The products listed in the appendix of this letter will be affected by this current situation and will be on product allocation, to ensure fair usage and help extend the available stock.

We are prioritising resources to find a resolution to this supply constraint as quickly as possible and have increased the production of alternative kits, so please contact your local representative to discuss potential solutions.

If you have any other questions, please visit us at <https://smiths-medical.custhelp.com/app/home> to leave a question and one of our customer service representatives will respond to you directly or call your local customer service (see page 2).

We appreciate your past, and future purchase of Smiths Medical products.

Yours faithfully,



Boris Kalweit
EMEA Infusion Systems Marketing Director
Smiths Medical

CUSTOMER SERVICES CONTACT INFORMATION

International Distributors	Tel: +44 (0)845 850 0445
Austria	Tel: +43 (0)1 890 6444 – 0
Belgium/Luxembourg	Tel: +32 (0)2 704 49 00
Denmark	Tel: +45 702 720 90
France	Tel: +33 0800 944 148
Germany	Tel: +49 (0)89 242959 370
Ireland	Tel: +35 31 29 41 13 3
Italy	Tel: +39 0773 4084350
Netherlands	Tel: +31 (0)73 528 50 50
Portugal	Tel: +351 22 532 30 10
Sweden	Tel: +46 8 594 772 50
Switzerland	Tel: +41 (0)43 388 62 00
Spain	Tel: +34 93 363 84 00
UK	Tel: +44 (0)845 850 0445

Appendix

List of affected Codes

Item Number	Description
100/380/016	SINGLE-SHOT EPIDURAL PACK 16G 10/CA
100/380/018	SINGLE-SHOT EPIDURAL PACK 18G 10/CA
100/391/016CZ	EPIDURAL MINIPACK SYSTEM 1 16G TERMINAL EYE+ 10/CA
100/391/018CZ	EPIDURAL MINIPACK SYSTEM 1 18G TERMINAL EYE+ 10/CA *****EXTERNAL_REF:100/391/018*****
100/391/019CZ	EPIDURAL MINIPACK PAEDIATRIC 19G TERMINAL EYE+ 10/CA *****EXTERNAL_REF:100/391/019*****
100/391/116CZ	EPIDURAL MINIPACK SYSTEM 1 16G 3 LATERAL EYES+ 10/CA *****EXTERNAL_REF:100/391/116*****
100/391/118CZ	EPIDURAL MINIPACK SYSTEM 1 18G 3 LATERAL EYES+ 10/CA *****EXTERNAL_REF:100/391/118*****
100/391/126CZ	16G EPIDURAL MINIPACK WITH CLAMP + 10/CA *****EXTERNAL_REF:100/391/126*****
100/391/128CZ	18G EPIDURAL MINIPACK WITH CLAMP + 10/CA *****EXTERNAL_REF:100/391/128*****
100/391/180	EPIDURAL MINIPACK 1 PAEDIATRIC 18G, 3 CLOSER LATERAL EYES 10/CA
100/391/190	EPIDURAL MINIPACK SYSTEM 1 19G TERMINAL EYE 10/CA
100/391/516	EPIDURAL MINIPACK SYSTEM 1 16GLONG NEEDLE, LATERAL EYES 10/CA
100/391/518	EPIDURAL MINIPACK SYSTEM 1 18GLONG NEEDLE, LATERAL EYES 10/CA
100/391/816CZ	EPID.MINIPACK SYS.1 (CTE), 16G 10/CA *****EXTERNAL_REF:100/391/816*****
100/391/818CZ	EPIDURAL MINIPACK SYSTEM 1 18G 3 CLOSER LATERAL EYES+ 10/CA *****EXTERNAL_REF:100/391/818*****
100/398/000	LOSS OF RESISTANCE DEVICE + 10/CA