



CoClens Limited
Cod Beck Estate
Dalton
Thirsk
North Yorkshire
YO7 3HR

23rd April 2025

Dear NHS Supply Chain Customer Service Team,

I am writing to inform you concerning recent reports from a few customers of a deviation in the presentation of the following products:

National Product Code, DMK034, Manufacturers Product Code C42010, CoClens 2% Chlorhexidine 2% in 70% Ethanol, 500ml
Batch Number: L100125-01

National Product Code, DEC85023, Manufacturers Product Code C42011, CoClens 2% Chlorhexidine 2% in 70% Ethanol, 200ml
Batch Number: L130424-01,02,03

Some bottles in each of the batches have been reported by customers to have tiny white 'salt like' deposits.

We have had the samples analysed by an independent laboratory, which has concluded that the particles are crystals of calcium salts of gluconic acid.

This is a known derivative of Chlorhexidine Gluconate and has been assessed to occur at low trace levels in some of the batch examples returned by customers.

As a precautionary measure in support of the consistency expected by our customers in the presentation of the CoClens Skin Disinfection range we have decided to quarantine the remaining batches.

We have and will continue to replace any products for customers that notify us directly or, via NHS Supply Chain which have white deposits, that deviate from the normal quality standards expected in the CoClens Skin Disinfection Range.

We apologise for any inconvenience caused and look forward to resuming our usual high-quality levels of products supplied for our valued customers across healthcare organisations.

Yours sincerely,

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