

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

9th January 2026

Dear NHS Supply Chain Customer Service Team,

I am writing concerning the recent reports of a deviation in the presentation of the following product:

National Product Code, DMK034, Manufacturers Product Code C42010, CoCleens 2% Chlorhexidine 2% in 70% Ethanol, 500ml
Batch Number: L030925-03

The initial findings have identified the deviation as trace calcium which interacted with the gluconate present in the formulation to form insoluble calcium gluconate, which has eventually crystallised. Given the isolated occurrence affecting only this sub manufacturing batch, with all other derivative sub batches from the main batch (L030925) manufactured not exhibiting any deviation from the normal, we are further reviewing the production process to assess potential improvements to our process still further. I will report on our findings in due course.

In the mean time I would like to confirm that the particles are not considered as harmful to staff or patients. However, as a matter of maintaining the levels of quality our customers expect I request that any remaining product with NHS Supply Chain is recalled, Similarly, if any customers have already received batch L030925 – 03, they can contact me directly and we will supply replacements and uplift defective products if required.

Our sincere apologise for the inconvenience caused and we appreciate your feedback and collaboration in resolving this issue.

Yours sincerely,



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