



Clinigo Wipes Contamination VEP001, VEP003 & VEP004

Date: 25th March 2026

Voluntary Withdrawal Notification

Dear Valued customer,

We are writing to formally notify you of a voluntary product withdrawal for the following Clinigo products due to confirmed pack contamination (mould growth) identified in a number of packs across specific batches.

Affected Products

Product Code	Description
VEP001	Clinigo Bodycare Wipes 60's
VEP003	Clinigo Hand & Face Wipes 80's
VEP004	Clinigo Hand & Face Wipes 24's

Reason for Withdrawal

Following a number of complaints received via NHS Supply Chain and routine monitoring we identified sporadic mould contamination in packs from the above product ranges. Preliminary investigations have confirmed the presence of *Penicillium* mould species. While the contamination is isolated and not present in all packs, we are taking a precautionary approach to ensure patient and user safety.

Batches Affected

Affected batches with confirmed contamination include the following. Please note that only some packs within these batches have been affected, and the issue is isolated rather than widespread across all units.

Batch Numbers

291125, 301125, 012225, 071225, 081225, 211225, 201225, 180126, 190126, 170226A, 090226A

Saraco Industries Limited, Egerton Street, Farnworth, Bolton BL4 7ER. U.K.
Telephone: +44 (0)1204 861384 Fax: +44 (0)1204 572647
Email: info@saraco-industries.com Website: www.saraco-industries.com

Company Registered in England and Wales - Co. Reg. No. 05446285



Actions Required

We kindly request that NHS Supply Chain takes the following actions:

- **Quarantine** all remaining stock of the affected batches held in depots
- We will arrange **collection and disposal** of all this stock and issue a credit for it.
- **Suspend sales** of VEP001, VEP003, and VEP004 until further notice
- **Publish an ICN** advising customers/hospitals to dispose of any remaining stock of the identified batches or return it to NHS Supply Chain
- **NHS Supply Chain to arrange credits** for customers/hospitals and request credit from us as the supplier

Product Not Affected

Please note that **VEP85104 (Hands & Face Wipes 30s)** is not affected by this issue and remains available for purchase.

Next Steps

We are continuing our investigation to establish the root cause of the contamination and have already implemented immediate corrective actions, including enhanced cleaning protocols.

We will provide a full investigation report and confirmation of preventative actions in due course.

Contact Information

If you have any questions about this letter or require more information, please contact us on:

A handwritten signature in blue ink, appearing to be 'A' or 'S', is placed above the contact information.

Customer Services

01204 861384

info@saraco-industries.com

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