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June 2022

Dear Valued Customer,

Re: Supply of RENASYS[◇] Negative Pressure Wound Therapy (NPWT) Products

At Smith+Nephew, we design and make technology that takes the limits off living and share a purpose to deliver Life Unlimited for our customers and their patients.

Unfortunately, over the past year the global supply of our RENASYS NPWT product portfolio has been challenged and we acknowledge the negative impact of this upon our customers and their ability to provide patients with this important therapy.

We would like to thank our customers for their understanding, patience and the continued loyalty shown during this period. Furthermore, we recognise the need to provide some insight as to the contributing reasons, but more importantly provide our customers some future reassurances with the future mitigations we have undertaken.

During the last 12 months Smith+Nephew received many notices, including several of Force Majeure, from suppliers of raw materials for our RENASYS NPWT product portfolio, announcing shortages or significantly extended lead times against our business requirement. Combined with the unprecedented global supply-chain and labor disruptions caused by COVID-19, our ability to maintain the full supply of the RENASYS NPWT portfolio has been challenged.


The raw materials impacted included packaging films and resins used in the manufacture of plastic connectors, both of which are utilised across our RENASYS NPWT dressing kits, canisters and other consumables. In addition, the widely publicised global shortage of electrical semi-conductors impacted upon our ability to manufacture, service and repair RENASYS NPWT devices (pumps).

Although these circumstances were unforeseen and unprecedented, a series of mitigation activities and projects have recently completed, to help reduce the risk of these circumstances occurring in the future. These have included, the qualifying of alternative component suppliers across the RENASYS NPWT product range and increasing our forward purchasing to improve security of supply.

Smith+Nephew anticipate these mitigations will collectively have a positive impact and enable us to return during 2022 to providing the level of service and supply we aspire to deliver to all our customers and their patients.

Once again Smith & Nephew thank all our RENASYS NPWT customers for their continued support and understanding. As always please do not hesitate to contact your local customer service representatives should you have specific questions.

Yours faithfully

A handwritten signature in black ink that reads "Jon Burdin". The signature is written in a cursive style with a period at the end.

Jon Burdin
Supply Chain Senior Director