



Neocate® Splash Unflavoured Information

RE: Resolution of particles in Neocate Splash Unflavoured

Dear Neocate Community:

At Nutricia North America, we work very hard to ensure your child receives the best possible nutritional support. We received concerns from individuals requiring tube feedings and using Neocate Splash Unflavoured. In some cases, patients found small, visible particles of the calcium ingredient in the product that clogged their feeding tubes. At that time, we updated you on these reports. The particles were safe for consumption and did not affect the taste or texture of the product.

Product safety and quality is of utmost importance to Nutricia and we conducted a thorough investigation of our manufacturing practices, including the factory and supply chain. Changes were made in the manufacture of Neocate Splash Unflavoured and these changes have resolved the formation of calcium particles.

If you have any questions, please contact our Nutrition Services Department at 1-800-365-7354 (Mo-Fri 8:30am – 5pm EST) or nutritionservices@nutricia.com.

Thank you.

Nutricia North America

440 Armand Frappier, #230 – Laval QC H7V 4B4 – Phone/téléphone : 877.636.2283 – Fax : 450.978.3229

Nutricia North America pioneers and delivers **specialized nutrition solutions** and **best care** for medical professionals and their patients. Nutricia North America, pionnière en matière de **nutrition spécialisée**, propose les meilleures solutions qui soient aux professionnels de la santé et à leurs patients.

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Neocate® Splash Unflavoured Particles – General FAQs

- **Is Neocate Splash Unflavoured hypoallergenic?**
Yes
- **Is Neocate Splash Unflavoured nutritionally complete?**
Yes
- **My child is using Neocate Splash Unflavoured for tube feeding, should we continue to use the product?**
Neocate Splash Unflavoured is safe for use as directed by your healthcare professional.
- **My child consumes Neocate Splash Unflavoured orally, should we continue to use the product?**
Yes, please continue to use the Splash Unflavoured as directed by your health care professional.
- **Have there been any other problems with Splash products?**
No
- **What did you do to resolve this issue?**
In this situation we evaluated the product, our factory and our supply chain and made changes in the manufacturing processes for Neocate Splash Unflavoured. Our quality team conducted extensive testing after the changes were made to ensure that the formation of calcium particles was resolved.
- **Did you make any changes to the ingredients or nutrition in Neocate Splash Unflavoured?**
No changes were made to the ingredients or amounts of ingredients to Neocate Splash Unflavoured. The nutrition content remains the same.
- **I still have a question that has not been answered, what do I do?**
Our team of Nutrition Specialists is more than happy to help. Please contact them at 1-800-Neocate (636-2283) (Mo-Fri, 8:30am – 5pm ET).

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