



Dear Neocate Community,

At Nutricia North America, we work very hard to ensure your child receives the best possible nutritional support. Towards this goal, we want to update you on a recent report regarding Neocate Splash Unflavored. We have received concerns from individuals requiring tube feedings and using Neocate Splash Unflavored. In some cases, patients are finding small visible particles of the calcium ingredient in the product that has clogged their feeding tubes. The particles are safe for consumption and do not affect the taste or texture of the product.

To maintain the integrity of the product, we DO NOT recommend straining the particles. If your child is a tube fed patient using Splash Unflavored successfully or consuming Splash Unflavored orally, you may continue using the Splash Unflavored as directed by your physician.

We are evaluating the product, our factory and our supply chain to actively explore potential solutions for affected tube fed patients. Nutricia will replace any affected Neocate Splash products. If you have experienced difficulties, please contact our Nutrition Services Department at 1-800-365-7354 (Mo-Fri 8:30am – 5pm EST) or nutritionservices@nutricia.com for replacement directions.

Nutricia North America Canada

Neocate Splash Unflavored Particles – General FAQs

- **Is Neocate Splash Unflavored still hypoallergenic?**
Yes
- **Is Neocate Splash Unflavored still nutritionally complete?**
Yes
- **What are the potential health risks to my child?**
Neocate Splash Unflavored is safe for use as directed, however, as with any specialized formula; we encourage parents and caregivers to please consult with your child’s physician regarding any specific questions about treatment.
- **My child is using Neocate Splash Unflavored for tube feeding, should we continue to use the product?**
Yes, Neocate Splash Unflavored is safe for use as directed.
- **My child consumes Neocate Splash Unflavored orally, should we continue to use the product?**
Yes, please continue to use the Splash Unflavored as directed by your health care professional.
- **What can I do if my child is having problems?**
First, consult with your child’s physician before making any changes to your child’s diet. Additionally, we urge you to contact our dedicated Nutrition Services department at 1-800-365-7354 (Mo-Fri 8:30am – 5pm EST) or nutritionservices@nutricia.com if you have questions about our products or concerns.
- **What are the alternative products or options for individuals using Neocate Splash Unflavored?**
Tube-fed patients who are using Splash Unflavored successfully as well as patients who consume the product orally should continue using the product as directed by their health care professional.

If you experience difficulties with Neocate Splash Unflavored, please contact our Nutrition Services Department at 1-800-365-7354 (Mo-Fri 8:30am – 5pm EST) or nutritionservices@nutricia.com for replacement directions.
- **Have there been any other problems with Splash products?**
No
- **What are you doing to resolve this issue?**
We do everything we can to try to help each and every patient find a successful nutritional solution. In this situation we are evaluating the product, our factory and our supply chain to actively explore potential solutions for affected tube fed patients.
- **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 (Mo-Fri, 8:30am – 5pm EST).