Dear Valued Customer:

The COVID-19 pandemic has triggered unprecedented increased demand for some medical devices as well as significant disruptions to global medical device manufacturing and supply chain operations. While supply chain issues have been widespread and varying over the past number of months, recent market activity suggests that some issues in our industry have become more acute in recent months. Raw material supply, labor shortages, and increased hospital census are contributing factors.

ICU Medical continues to manage our supply and manufacturing operations to minimize disruptions wherever possible to help ensure that clinical customers around the world can continue to maintain proper patient care. One strategy we employ to minimize disruption is by giving our customers advanced notice when we anticipate supply disruption will impact product availability and offer alternatives that are in supply. In this case, there will be a temporary supply distribution to our SafeSet™ Cannula Access Device (CAD) product. In anticipation of the disruption, we have increased production on SafeSet products which contain our alternative sample port; our Luer Access Device (LAD). LAD sets will be available in several different configurations, and we are offering them as substitutes until supply of SafeSet™ Cannula Access Device (CAD) normalizes.

Please refer to the recommended substitution list for a configuration that can be utilized in place of your CAD set.

If you have any questions regarding this transition, please contact your Field Representative.

Please reach out to our Customer Service department at 877-946-7747 or customerservice@icumed.com regarding orders. For distribution partner-related inquiries, please contact your distributor.

Sincerely,

ICU Medical Customer Service