September 21, 2022

To our Valued Customers:

Thank you for your continued patience as we work to return our formula products to the market. We are glad to share that we have started shipping EleCare® Infant, EleCare® Jr Vanilla and EleCare® Jr Unflavored in the U.S.

Restarting a large manufacturing facility after a several-month shutdown is a complex process, and it takes time to ensure that equipment, processes, and production are functioning smoothly and sustainably. It’s taken us time to ramp up production consistently. There have been, and likely will be, stops and starts from time to time. We’ve experienced events like severe weather, had to make mechanical adjustments, and have had to discard some early production batches that didn’t meet our standards.

To get products to patients as quickly as possible, the following EleCare products are being produced and allocated:  EleCare Infant (Item #55251), EleCare Jr Unflavored (Item #55253) and EleCare Jr Vanilla (Item #56585). We are not producing EleCare Jr Chocolate (Item #66273) or EleCare Jr Banana (Item #66275) at this time.

Customers will be receiving an initial product allocation for EleCare Infant, EleCare Jr Vanilla and EleCare Jr Unflavored.

- EleCare products should have a separate purchase order (P.O.) from other orders to expedite processing.
- EleCare products can share one P.O.
- Orders must be placed at or below the allocation to ensure the fastest possible processing.
- We will cut orders to allocation quantities if orders are placed above allocation.
- We expect to announce the next allocations the week of October 3rd.

Abbott will continue to provide EleCare Infant and EleCare Jr Vanilla products free of charge to patients in the U.S. through EleCare Urgent Product Requests until October 25. Parents and caregivers in urgent need should contact their healthcare provider or Abbott at 1-800-881-0876 for additional information.

Inventory will be assessed to determine what is available to ship to Canada as additional batches of EleCare and EleCare Jr are released.

We are doing everything we can to get safe, quality products to the market as quickly as possible. If you have questions, please call Abbott Customer Service at 1-800-551-5838.
Thank You,

Matt Beebe, General Manager
Therapeutic Nutrition
Abbott