

22<sup>th</sup> February 2019

## Field Safety Notice Clearblue Digital Ovulation Test 10's



Dear Customer,

Cc: Chairman Medical Board and/or relevant Head of Department

Upon further investigation on the 3 consumer reported issues with Clearblue Digital Ovulation Test Kit 10s, we have concluded that the 3 cases pertain to Clearblue Ovulation Test Kit 10s Batch No. HT1831/1B.

This Field Safety Notice is intended to inform you about:

- Affected product & reported issue
- Actions that should be taken by the customer
- Actions planned by McPherson's to correct the problem.

<b>AFFECTED PRODUCT</b>	Clearblue Digital Ovulation Test Kit 10s Batch No. HT1831/1B
<b>PROBLEM DESCRIPTION</b>	McPherson's Consumer Products received 3 reports from Watsons that Clearblue Digital Ovulation Test Kit 10's did not show any results on the test kit display panel.
<b>HAZARD INVOLVED</b>	N.A. There is no safety risk arising from the reported failure mode. When the defect is present, the device cannot be used and hence there is no safety risk associated with the affected device.
<b>HOW TO IDENTIFY AFFECTED PRODUCTS</b>	<p>For guidance on how to identify the batch number on the device packaging, kindly refer to the pictorial description provided below:</p> <div style="text-align: center;">  <p>Front View</p>  <p>Side View</p> </div> <p>LOT/Batch no: HT1831/1B</p>

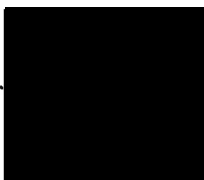
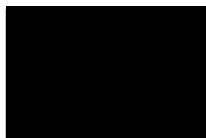


MCPHERSON'S  
CONSUMER PRODUCTS

<b>ACTION TO BE TAKEN BY CUSTOMER/USER</b>	<p>To minimize out of stock situation in stores, kindly issue a PO quantity based on the SOH of Clearblue Digital Ovulation Test Kit 10s Batch No. HT1831/1B in stores.</p> <p>After the replacement stocks have been delivered to customer's warehouse, stores may return existing Clearblue Digital Ovulation Test Kit 10s Batch No. HT1831/1B to customer's warehouse. McPherson's Consumer Products will arrange for collection of returns from customer's warehouse.</p>
<b>ACTIONS PLANNED BY MCPHERSON'S CONSUMER PRODUCTS</b>	<p>McPherson's Consumer Products Pte Ltd will be conducting a product exchange for all Clearblue Ovulation Test 10s – Batch HT1831/1B currently in Watsons' stores. The replacement stocks will be delivered to Watson's warehouse.</p>
<b>FURTHER INFORMATION AND SUPPORT</b>	<p>If you need any further information or support concerning this issue, kindly contact McPherson's Consumer Products Pte Ltd at Tel: 6521 6835 or via email to <a href="mailto:mkong@mcpher.com.sg">mkong@mcpher.com.sg</a>.</p>

We apologize for any inconvenience this has caused.

Yours sincerely,



Edward Chan  
General Manager  
McPherson's Consumer Products Pte Ltd