



Marketing Department  
bioMérieux UK Ltd

30<sup>th</sup> November 2022

**IMPORTANT INFORMATION: CRITICAL SUPPLY ISSUE**

**Ref. 418115 - VIDAS® ANTI - HEV IGM**

Dear Customer,

Our records indicate that your laboratory has ordered the VIDAS® ANTI HEV - IGM assay, reference 418115 within the past 12 months. I am writing to inform you that we have a supply issue with these kits that is likely to be in place for several weeks.

Due to a combination of high demand and a quality issue, we have experienced delays in our manufacturing, which means we have not been able to produce kits at our normal quantity. We had hoped this would be a short-term issue, however it is now clear that it will go on for several weeks and we have just been informed that the earliest available date for the next batch of kits is estimated at mid-January 2023.

We appreciate the inconvenience this will cause and the need to communicate this to you as soon as possible so that you can take appropriate action to continue providing your service.

Should you have kits in your own stock then we would recommend that you try and maximize the number of tests from these; you may for example wish to consider batching tests if you do not already do so to reduce the number of calibrations and controls performed.

If you run out of stock and we are unable to supply you before January then I am afraid that you may need to look at an alternative in-house or external solution.

We sincerely apologise for the inconvenience this may cause you and your service provision and will continue to keep you informed of any developments as they happen. If you do have any questions, please do not hesitate to contact either your Account Manager or myself.

Yours sincerely,

**Graeme Wootton**  
**Immunoassay Product Manager Northern Europe**  
[graeme.wootton@biomerieux.com](mailto:graeme.wootton@biomerieux.com)  
[www.biomerieux.com](http://www.biomerieux.com)

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