

URGENT MEDICAL DEVICE RECALL

AEROWASH Eyewash and Wound Irrigation (15 and 30mL)

Supplied both individually and as part of some Aero branded and custom made first aid kits.

ARTG: 159438

Aero Healthcare, following consultation with the Therapeutic Goods Administration, is recalling the below batches of AEROWASH Eyewash and Wound Irrigation due to suspected contamination with *Ralstonia pickettii*.

Eyewash and wound irrigation 15 mL



Eyewash and wound irrigation 30 mL



To see the affected batch numbers please visit

aerohealthcare.com.au/recalls.

Return it to the place of purchase for a refund. The batch number is found on the ampoule label, below the product expiry.

Ralstonia picketti is a bacteria commonly found in the natural environment. It rarely causes infection in humans but may cause infection in people with weakened immune systems. Anyone who is concerned in any way about the use of this product should consult their doctor.

Customer Enquiries: [1800 628 881 or recall@aerohealthcare.com]



URGENT MEDICAL RECALL

Dear Customer,

Please find communication from Aero Healthcare to advise of an urgent medical recall for **AEROWASH Eyewash and Wound Irrigation (15 mL & 30 mL)**.

<https://cdn.aerohealthcare.com/wp-content/uploads/2023/12/Urgent-Medical-Device-Recall-AeroWash-Eyewash-Wound-Irrigation-.pdf>

If you have purchased this product during the 2023 calendar year, you may have purchased one of the affected batches.

Action required

- Check your current stock holdings against the affected batch numbers. Please note that only the batch numbers listed are affected.
- If you have purchased the products with the batch number stated in the above link, customers have the option of:
 - disposing of the affected product (no further action required)
 - returning the product to the place of purchase for a credit.
- To return your affected product(s):
 - Complete the attached credit application (see below).
 - Return the affected product(s), credit application form, and a copy of the purchase invoice for a refund. **Please note that refunds cannot be processed unless a copy of the purchase invoice accompanies the returned stock.**
 - Customers may wish to consider the cost of freight against the value of product being returned for refund to ensure feasibility of return.
 - **Application for credit must be received by 16th February 2024**
- Replacement orders can be made in the following ways. Please note that standard freight charges will apply:
 - Email: Supplies@stjohnsa.com.au
 - Phone: 1300 785 646 (option 2)
 - Online shop <https://www.stjohnsa.com.au/store>

We apologise for any inconvenience this notification may cause, and if you have further questions, please do not hesitate to contact Aero Healthcare at 1800 628 881 or recall@aerohealthcare.com

Kind Regards,

St John Ambulance SA



CREDIT APPLICATION- DEVICE RECALL

TGA Reference Number : RC-2023-RN-01069-1
Product : AEROWASH Eyewash and Wound Irrigation (15 mL & 30 mL)
Product Code : AW1000, AW1060, AW3010, AW3030
Batch Numbers : Refer attached communication
ARTG Number : 159438
Intended Use : A solution, typically saline, used to assist in clearing and cleaning a site during a medical/surgical procedure (e.g., flushing the ocular area during eye surgery).

Customer Details

Date	*Application for CREDIT must be received by 16th February
Business Name	
Business Address	
Contact Person	
Contact Phone Number	
Contact email	
Number of affected products returned for credit (individual vials)	
Batch number(s)-please list one per line	
Invoices included	<input type="checkbox"/> YES Please note that refunds cannot be processed unless a copy of the purchase invoice accompanies the returned stock

Product Return

St John Ambulance South Australia
Att: Warehouse and Products department
85 Edmund Ave Unley SA 5062