

04 / 03 / 2020

FSCA20200304 _ FIELD SAFETY NOTICE Kaleido insulin cartridge destruction

Dear Kaleidoërs,

We want to share an important update with you about your Kaleido Top-up Kits.

Unfortunately, due to an issue with one of our suppliers, there is a risk of the tubing detaching from our Kaleido insulin cartridge, which can lead to reduced or no insulin being delivered. We put the safety of our customers first and have deemed the risk too high. Therefore, our customers have to stop using our cartridges immediately and destroy the supply they still have.

A different form of insulin therapy

You will have to switch to a different form of insulin therapy. Please reach out to your health care provider to talk about your options. We are working closely with them to make sure the transition goes as smoothly as possible.

Back on Kaleido

At this time it is unclear how long it will take before we will be able to deliver you new Top-up Kits. Of course we hope that you will go back on Kaleido as soon as we've resolved this issue. For now, we do not know when that will be, but we will keep you up to date of all developments.

We are aware of the huge impact this has on you, but we have a responsibility to put your safety first. We know the impact of diabetes on daily life can be demanding and the last thing we want is to make that worse.

We have informed the authorities of this action.

If you have any further questions, do not hesitate to reach out to Kaleido Care at (0) 808 189 21 46, or shoot us an email at kaleidocare.uk@hellokaleido.com.

We'll keep you up to date on any future developments.

Kind regards,



Frans Cromme
CEO ViCentra B.V.