



May 10, 2024

Dear Valued Customer,

This communication is to provide you with an update on supply of our Kangaroo™ ePump and Kangaroo™ Joey enteral feeding pump sets/ feeding sets/ bag sets.

Background

As a leader in the nutritional delivery space, Cardinal Health (Kangaroo brand) strives to instill our customers' confidence in our supply chain. As the need for enteral therapy continues to grow in the US, we have made significant investments to optimize our global feeding set production and deliver continuity of supply. Recently, we have been experiencing **global supply chain challenges** affecting our Kangaroo™ ePump and Kangaroo™ Joey enteral feeding products. This has resulted in **backorders** on many of these products. While we continue to support our Kangaroo feeding pumps and pump/bag sets, **production has been challenged by aging componentry and difficulty in sourcing parts.**

We continue to manufacture these products but expect **intermittent backorders** across products listed below **for several months (see details below).**

Item Code	Item Code Description	Backorder Recovery
772055	Kangaroo™ ePump 500 mL Pump Set	Sep-24
773656	Kangaroo™ ePump 1000 mL Pump Set	Sep-24
674668	Kangaroo™ ePump 500 mL Feed Set with 500 mL flush bag	June-24
773662	Kangaroo™ ePump 1000 mL Feed Set with 1000 mL flush bag	June -24
762055	Kangaroo™ Joey 500 mL Pump Set	Nov-24
763656	Kangaroo™ Joey 1000 mL Pump Set	July-24
763662	Kangaroo™ Joey 1000 mL Pump Set with flush bag	July-24

Please note that your home care provider of these products is working diligently to provide these products to you in a timely manner but **may need to substitute a similar product if your normal product (bag set) is not available. For example, you may be accustomed to receiving 500ml bags, but if that product is not available, you may receive larger 1,000ml bags instead. Both sizes of bags will work with your Kangaroo Pump.**

Patient care remains the center of our focus. For additional support and questions please contact your local Cardinal Health Sales Representative or Cardinal Health Customer Service team by calling (800) 964-5227 for Cardinal distributed customers or (800)-635-6021 for those serviced by alternate distributors.

Best Regards,

Brian Hawn
Director of Strategic Accounts
Cardinal Health

