



CLOTEST* and Jack Bean Discontinuation
Frequently Asked Questions
Internal Use Only

1. What diagnostic products are being discontinued (see Table 1)?

Table 1. Diagnostic products being discontinued by Avanos effective Jan 31, 2025:

Product Code	Description
60480	CLOTEST* Rapid Urease Test
60407	Jack Bean Urease Control Tablet

2. Why is Avanos Medical discontinuing the CLOTEST* Rapid Urease Test and the Jack Bean Urease Control Tablet?

As a result of internal portfolio review and inconsistent supply of raw materials, we have made the decision to discontinue the CLOTEST* Rapid Urease Test and the Jack Bean Urease Control Tablet.

This action will allow Avanos to increase focus on strategic growth drivers and ensure resources are aligned to these efforts.

3. What diagnostic products will continue to be available at Avanos Medical?

There will no longer be diagnostic products available for sell at Avanos.

4. What is the last day customers can order diagnostic products that are being discontinued?

January 31, 2025 or until inventory is depleted.

5. What will happen to existing contracts (US)?

We will continue to provide product to customers through January 31, 2025 or until inventory is depleted. Distributor communications will be sent regarding the discontinuation. All communication regarding customer contracts should be managed by the appropriate Corporate Account Director/Manager or Sales Manager/Representative.

6. Can chargebacks for end-user price agreements be submitted after January 31st, 2025?

Avanos will accept chargebacks until inventory is depleted at the distributor.

7. Are we recommending another company that can supply an alternative?

An alternative H. Pylori Urease Test is available through Jant Pharmacal Corporation.

8. What if I have additional questions?

Please contact your Avanos sales representative, one of our customer service representatives at 1-844-428-2667 or email transitionquestions@avanos.com

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