



October 1, 2024

Dear Valued Caregiver,

We hope this letter finds you well. After careful consideration and evaluation, we want to inform you that we will be discontinuing ThickenUp® (starch-based) food and drink thickeners. **We will continue to offer ThickenUp® Clear (xanthan gum-based) instant food and drink thickening powder.** ThickenUp® Clear provides many benefits including:

- Remains clear when mixed in water
- Tasteless and odorless
- Does not over-thicken with time
- Maintains its prepared viscosity in the presence of salivary amylase

We have provided suggested replacement product options below:

Discontinued Product Description	Discontinued Product Code	Discontinued Case UPC/GTIN Code	Est. Inventory Depletion Date*	Suggested Replacement Product Description	Suggested Replacement Product Code	Suggested Replacement Case UPC/GTIN Code
THICKENUP®, Unflavored 12 x 8 oz canisters	22510000	10043900225101	December, 2024	THICKENUP® CLEAR, 12 x 4.4 oz canister	12498403	00041679865972
THICKENUP®, Unflavored 75 x 6.4 g packets	22540000	10043900225408	December, 2024	THICKENUP® CLEAR, 288 x 1.4 g packets	4390015193	10043900151936

Mixing Information

The amount of **ThickenUp®** (starch-based) thickening powder needed to reach a desired consistency varies by the type of beverage. Transitioning to **ThickenUp® Clear** (xanthan gum-based) thickening powder offers the benefit of 1-2-3 scoops mixing directions for a more simplified approach. For example, 1 scoop mixed with 4 oz of many different types of beverages provides an IDDSI level 2 consistency. Two scoops mixed with 4 oz provides an IDDSI level 3 consistency. Another benefit is **less powder** of **ThickenUp® Clear** is needed to thicken the same volume (4 oz) of a beverage vs. **ThickenUp®** (starch-based) powder.

Product	Avg. serving size	Servings/canister
ThickenUp® (starch-based) powder	1 T = 4.5 g	~50/canister (8 oz)
ThickenUp® Clear (xanthan gum-based) powder	1 scoop = 1.4 g	~89/canister (4.4 oz)

Follow the mixing instructions on the product label. Additional information can be accessed at www.thickenupclear.com. For questions regarding these changes, you may contact Nestlé Health Science directly at 1-800-422-2752.

Sincerely,

Felicia Belle
Vice President, Head of Sales
Nestlé Health Science, US