



25 June 2018

Dear Valued Customer,

RE: Technetium-99m (Tc-99m) Gentech® Generator Production at ANSTO

ANSTO Health would like to inform you of a disruption to ANSTO's supply of Technetium-99m (Tc-99m) Gentech® Generators, following a mechanical issue in our production line.

A transfer conveyor within our production facility has stopped working, which has impacted on ANSTO's production of the generators, which are responsible for the safe storage and carriage of nuclear medicine. This will affect supply of Technetium-99m (Tc-99m) Gentech® Generators to hospitals and medical centres in Australia and internationally.

ANSTO is part of a global nuclear medicine network and we are currently working with our international partners to access generators from other countries to minimise patient impact.

ANSTO technicians will work as quickly and efficiently as possible to rectify the issue and at this stage, we estimate there will be a minimum 10-day outage. We are highly aware of the impact of this outage and are disappointed to have to cancel your orders at this time.

We look forward to resuming generator production as soon as possible and prioritising shipment of generators to areas of greatest need.

We will keep you informed through regular updates.

If you would like any further information, please do not hesitate to contact the ANSTO Health Customer Service Team on 1800 251 572.

Yours sincerely,

ANSTO Health
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E: health@ansto.gov.au