
From: Simon Clark [<mailto:simon.clark=virbac.co.nz@mail6.atl11.rsgsv.net>] **On Behalf Of** Simon Clark

Sent: Monday, 8 January 2018 5:28 p.m.

To:

Subject: Letter about BackHome microchips

Letter regarding non-scanning BackHome BioTec
and BioGlass microchips.

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Shaping the future
of animal health

Monday, 8th January 2018

Dear Valued Customer,

In 2012 Virbac became aware that there were read failures occurring in a new series of identification microchips that were introduced in 2009. These microchips were called BackHome BioTec and this failure rendered the microchips non-functional. Please see the table below for the barcodes of the BioTec microchips. On learning about this issue, we immediately initiated a recall and withdrew the product. We advised clinics to scan animals at every visit and replace, at our cost, the microchips when they were found to fail. We changed to selling a different microchip called BackHome BioGlass. There have been no known failures in BioGlass microchips.

It now seems possible that all of the BioTec microchips might fail over a longer period of time. Because of this we would like to address this issue proactively. We would therefore like to ask that all animals that have BioTec microchips that have still not been 'replaced', regardless of whether they are currently functional or not, have a new functional chip placed, and both numbers registered with the NZCAR and/or the National Animal Database.

BioTec	BioGlass
900-088-xxx-xxx-xxx	978-xxx-xxx-xxx-xxx
900-008-8xx-xxx-xxx	900-032-00x-xxx-xxx
900-001-0xx-xxx-xxx	953-xxx-xxx-xxx-xxx

Barcode numbers for the two groups of BackHome microchips: BioTec microchips and BioGlass microchips

Please note that this process only applies for animals who have not already had a functional microchip placed in addition to the BioTec microchip.

To achieve this, we would like you to either mine your database for animals who still have BioTec microchips as their primary microchip, or export the information for us to data mine. We have included a communication to send to your clients inviting them to come in and have a new chip placed, or if you prefer we will contact your clients directly. Before sending the communication

please send us the list of microchip numbers to ensure that they have not already received a new functional chip.

When you place the new microchip, please fill in the associated claim paperwork. We will now compensate the cost of the chip, your time making the appointment, implantation, completing the registration paperwork and the fee for adding additional microchip numbers on the NZCAR with a flat fee of \$60. We ask that you place new microchips in all animals currently with BioTec microchips before the 31st of August 2018. We will not accept any more claims against BioTec microchips after that date.



Here the plunger is extended and the indicator window is white.

Please note that we still guarantee all of our BioGlass microchips. In the unlikely event these should fail please fill in the BioGlass microchip failure form (N.B. this is a separate form from the BioTec failure form) and the same compensation will apply until the 6th of April 2018. From that date, in the case of apparent failures of BioGlass microchips, we will provide you with only a replacement BackHome BioGlass microchip and the cost of adding an additional microchip number on the NZCAR – currently \$5. There will be a new form that you will need to complete made available at that time. If you or your client wish to claim more compensation then there will have to be

demonstrable proof that there was a failure, for example by taking a radiograph to show that a microchip is still present.



Now that the plunger is depressed the red line can be seen in the indicator window. Under the cap, the white stylet can be seen at the tip of the needle and the ejected microchip is loose inside the cap.

BackHome BioGlass chips have a coating of parylene-C which reduces microchip loss and migration. To minimise microchip loss, for all brands of identification microchip, we recommend the following tips: clip hair from the implantation site, disinfect the skin, place the microchip deep in the tissues, apply tissue glue to the wound, and recheck the microchip again in one week.

The BackHome BioGlass applicator has an indicator window where a red line will appear when the plunger has been depressed correctly. This clicks home which prevents the stylet from backing out to help correctly place the microchip implant.

Please contact me if you have questions, need clarification or would like to provide feedback.

Kind regards,

Simon Clark BVSc MVM

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Access Documents



With the cap off we can see that the stylet has passed completely to the tip of the needle to eject the microchip implant. The red line in the indicator window can also be seen.

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