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Dear Valued Customer,

Re: Precise Thick-N INSTANT - Colour Variation

At Precise, we understand the important role our products play in supporting the health, hydration, nutrition, and quality of life of those in your care. We also know how important consistency and reliability are to the residents, consumers, carers, healthcare professionals, and aged care providers who trust our products every day.

For this reason, we wanted to proactively advise that you may notice a darker appearance or colour variation in some batches of Precise Thick-N INSTANT.

This variation is the result of global supply shortages affecting the availability of a naturally derived key ingredient. In response, our team has worked tirelessly to secure alternative supply arrangements and ensure uninterrupted access to the product. Throughout this process, our priority has remained clear: maintaining a safe, reliable product supply for the people who depend on it every day.

We want to reassure you that this colour variation does not affect the safety, taste, quality, or performance of Precise Thick-N INSTANT. The product continues to deliver the same trusted thickening performance that healthcare professionals and consumers expect and remains fully compliant with all IDDSI testing and framework requirements.

We appreciate that any visible change to a product can raise questions, and we want to thank you for your understanding and continued trust during this supply challenge. Our team is actively working towards a long-term solution, and we anticipate this colour variation will be temporary.

In the meantime, should you have any questions, concerns, or wish to discuss alternative product options that may suit your needs, please do not hesitate to contact your local [Business Development Manager](#).

Thank you for your ongoing partnership and for the care you provide every day.

Yours sincerely,

Suzi Dubois
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