

Avaira™ Toric and Avaira™ Sphere Limited Lot Recall Q&As

Q: What is the cause of the Avaira Toric and Avaira Sphere recall?

A: The recall was initiated on limited lots of Avaira Toric and Avaira Sphere because CooperVision identified certain lots that did not meet our updated quality requirements due to the level of a residue (silicone oil). The presence of the residue may cause hazy vision or discomfort, severe eye pain or eye injuries requiring medical treatment. Not everyone experiences the same symptoms.

Q: What happens if a contact lens wearer puts an impacted lens in their eye?

A: We have received complaint reports for the Avaira Toric lenses that began as hazy vision. After the recall, some patient complaints were received that began as hazy vision but progressed to severe eye pain or eye injuries requiring medical treatment. Not every patient has the same symptoms. Health and safety of patients are our top priority so the recall was expanded to the limited lots of Avaira Sphere lenses.

Q: What should I do if I personally experience these symptoms?

A: Remove the lenses from your eyes immediately if you are currently wearing them. Contact your eye care practitioner to let them know you are experiencing symptoms. Follow your eye care practitioner's instructions.

Q: If I have symptoms how long will they last?

A: If the lens is removed promptly after the onset of symptoms it likely will clear up within 15 to 30 minutes. If you leave the lens in your eye for a prolonged period of time the symptoms may progress to a more serious condition. Contact your eye care practitioner to let them know you are experiencing symptoms.

Q: Has anyone had permanent damage to their eye because of these symptoms?

A: To date we have not received any reports of permanent damage to a patient's eye after wearing the affected lens.

Q: What should be done with product that I currently have at home?

A: A small percentage of Avaira Toric and Avaira Sphere lenses are affected by this situation. Please check the lot number on the carton or blister label you have by using the search box on the www.coopervision.com/international-recall website to see if your product has been impacted by the recall, and if so, discontinue wear and return the lenses to your eye care practitioner.

Q: Will I be able to re-order my Avaira Toric and Avaira Sphere lenses?

A: We expect that Avaira Toric will be available for ordering in the second quarter of 2012. We anticipate minimal disruption to availability of Avaira Sphere and you can continue to order through your practitioner.