



A facsimile from

NDC, INC.

Djana Milliken Compliance Specialist

Phone: 615-366-3225

Fax 615-229-6801

To: Purchasing or Regulations
Department

*****URGENT*****

Date: 02/29/2016

3 pages + Cover

*****This is being faxed to the "bill to" account for your company. Please distribute to any/all branches.**

Voluntary Market Withdrawal: PURELL Advanced Instant Hand Sanitizer Foam LTX-7 and LTX-12 Refills

Comments:

Dear Distributor, attached is a letter we received from Gojo, Inc. regarding a voluntary market withdrawal on their item 1905-02 & 1305-03 (please see attached for Lot Numbers). Our records indicate that you purchased this product from us. Please read attached letter and check your inventory for any affected product with listed lot number. If you have any of this product in stock please fill out attached "Voluntary Request for return" form, so that we can issue you a RGA for return. Also **Please make note that no credit will be issued without an RGA.** If you have any questions please feel free to contact me.

It is very important that we receive a response, a record of receipt is very important in documentation of these types of notices.

Additionally, if you have distributed these products to your customers, please advise them of the voluntary market withdrawal, and have them return any affected product to you.

Thanks,

Djana Milliken
Compliance Specialist
NDC, Inc.



GOJO Industries, Inc.
One GOJO Plaza, Suite 500
Tel: 330-255-6000 Fax: 330-255-6119
www.GOJO.com
Mailing Address:
P.O. Box 991, Akron, Ohio 44309-0991
This letter was sent electronically

DATE: February 17, 2016

TO: Authorized GOJO Distributor
Purchasing Director – GOJO/Skin Care

SUBJECT: **Voluntary Market Withdrawal: PURELL® Advanced Instant Hand Sanitizer Foam LTX-7™ and LTX-12™ Refills Assembled in January 2016**

We observed an anomaly in the manufacturing process that may have introduced small corrugate particles into PURELL Advanced Instant Hand Sanitizer Foam LTX-7 and LTX-12 refills assembled in January 2016. Product remains safe and effective when used as directed.

The refill pump design prevents particles from being dispensed onto a user's hands. The small amount of particles observed in samples is not enough to affect refill or dispenser functionality.

Since you have received a shipment of product that may not meet our high quality standards, please return the following affected lots to GOJO for immediate replacement, at our expense:

Product Number	Lot Number
1905-02	128523
1305-03	128519

To Receive Replacement Product:

1. Identify product with the lot numbers (L)128523 and (L)128519 in your recent shipments. The lot number can be found on the outside of the shipper carton and on the black area of the front label of the bottle.
2. Complete and return the attached acknowledgement within 7 days to confirm that you have been notified and to identify the status of your inventory.
3. GOJO Customer Service will contact you to coordinate the return and replacement of the product.
4. GOJO will incur any freight costs to return and replace the affected product.
5. If any product from this lot number has been shipped to your customers, please have it returned so it may be replaced. GOJO will cover any costs incurred to retrieve and replace this product.

If you have any questions, please contact GOJO Customer Service at 1.800.321.9647.

Stay well,

Lacy Patrino
Trade Marketing
GOJO Industries, Inc.

February 29, 2016

Please respond by
March 16, 2016

Gojo, Inc.

VOLUNTARY REQUEST FOR RETURN FORM

Customer Information

Account No. _____

Account Name _____

Address _____

City/State/Zip _____

Contact Name _____

Phone No. _____

Fax No. _____

Email _____

Inventory Information

Item number	Lot number	Quantity to return
1905-02	128523	
1305-03	128519	

- I have read and understood the information within the accompanying notification. All relevant customers/personnel have been informed of its contents, any necessary actions taken and records retained as part of our documentation.
- We have inspected our inventory and have no product related to this recall

Returned Completed form to:

Fax #:
Email:

Djana Milliken
615.229-6801
compliance@ndc-inc.com