



## Product Safety Recall

Oral-B Tooth and Gum Care Mouth Rinse  
(all flavours and sizes)



Procter & Gamble is conducting a product safety recall of the above products.

**Issue:** This a precautionary step after detecting out of specification microbial levels in some products produced at one of its contract manufacturing facilities.

**Hazard:** If present, the microbial level poses virtually no risk to healthy people. People with severely weakened immune systems, such as those with cystic fibrosis, may be more susceptible to adverse health effects.

**What to do:** If you have a bottle of these products do not use it. Call Oral-B's customer service number **1800 641 820** or email **brandinfo@au.pgconsumers.com** for more information and to arrange a full refund.

For further information, please visit **[www.oralb.com.au](http://www.oralb.com.au)**

**See [www.recalls.gov.au](http://www.recalls.gov.au) for  
Australian Product Recall Information**

## **Oral-B Mouthwash Recall - Frequently Asked Questions**



### **1. Which Oral-B mouthwash product is being recalled?**

Australia: All sizes and variants of Oral-B Tooth & Gum Care Mouth Rinse

### **2. Why is Oral-B mouthwash being recalled in Australia?**

We have detected a quality issue involving out of specification microbial levels in certain types of Oral-B mouthwash products made at a contract manufacturing site which supplies Australia. As a precaution, P&G is recalling the specified product.

### **3. What specifically is the bacterium found?**

We have detected the presence of a bacterium known as *Burkholderia anthina* in some finished product. This is a low virulence gram negative bacterium which does not present risk to healthy people. However, people with severely compromised immune systems, such as those with cystic fibrosis may be more susceptible to adverse health effects.

### **4. Is there any health hazard from the bacterium found?**

This bacterium does not present risk to healthy people. However, people with severely compromised immune systems, such as those with cystic fibrosis may be more susceptible to adverse health effects.

### **5. What specifically would those adverse health effects be?**

Possible health effects are respiratory infections in severely immune compromised patients.

### **6. I / Someone in my family has a severely weakened immune system and used Oral-B mouthwash. What should I do?**

As always, if you have any concerns about your health, you should contact your health care provider.

### **7. What should consumers do?**

Consumers in Australia who are in possession of Oral-B mouthwash should discontinue use and email or call Oral-B to arrange a refund.

Please email: [brandinfo@au.pgconsumers.com](mailto:brandinfo@au.pgconsumers.com) with the following details:

- Name, Mailing Address and Contact Number
- Preference of refund voucher – Woolworths or Coles
- Product Details:
  - o How many bottles do you have?
  - o What is the variant/size (ml) bottle?
  - o Store of purchase?
  - o Purchase price?
  - o Batch number on the product (found near the expiry date)?

Your personal details will only be used for processing your refund\*.

Alternatively you can call the **Oral-B Consumer Hotline** on **1800 641 820** for more information and to arrange a refund.

### **8. How should consumers properly dispose of the product?**

Consumers should pour out / flush the product, and recycle or dispose of the bottle.

### **9. Is it safe for the environment for consumers to pour out / flush the product?**

There are no known environmental risks from consumers pouring out / flushing the product. The bacterium (*Burkholderia anthina*) is found naturally in soil and water.

### **10. Will P&G refund money to consumers who have purchased the recalled product?**

Absolutely. Consumers can email or call P&G for a refund (see Q7 above for details).

### **11. I received this mouthwash from my dentist. Can I use it?**

No. Consumers in Australia who are in possession of Oral-B mouthwash product should discontinue use and should email or call Oral-B for more information and to arrange a full refund (see Q7 above for details).

### **12. What is Oral-B doing about the problem?**

We have stopped all production at the contract manufacturing site, and halted all shipments to customers. We are working with our retailers to have all product still on store shelves removed. We have also notified all appropriate regulatory agencies in Australia (the Australian Competition and Consumer Commission ACCC). We will not resume shipments until the issue is resolved and corrected at our contract manufacturer site.

### **13. How are you going to ensure consumers know about this?**

We have placed a recall press advertisement in all national newspapers. P&G has also notified all appropriate regulatory agencies in Australia (the Australian Competition and Consumer Commission ACCC), so they can notify the public through their normal communication channels.

### **14. Are all Oral-B products affected/recalled?**

No, only Oral-B Tooth & Gum Care mouthwash products are being recalled. Other Oral-B products are not affected and are not being recalled. Please keep using them.

\* For P&G privacy notice go to: [http://www.pg.com/privacy/english/privacy\\_notice.html](http://www.pg.com/privacy/english/privacy_notice.html)