



Recall Communication

URGENT: PRODUCT RECALL

KLEENEX® Luxury Foam Hand Sanitizer (Benzalkonium Chloride 0.1%)

June 14, 2012

Kimberly-Clark Professional has issued a voluntary recall of **KLEENEX® Luxury Foam Hand Sanitizer**.

What Kimberly-Clark Professional products are impacted?

The following lots of **KLEENEX® Luxury Foam Hand Sanitizer** are being voluntarily recalled.

SKU and Dash Code	Lot Numbers
12977-00 (Cassette – 1000ml)	SA1229ANB
12979-00 (E-Cassette – 1200ml)	SA1229ANA

What is the reason for the Product Recall?

This recall has been initiated as the product was found to be potentially contaminated with the bacterium *Burkholderia*. *Burkholderia* which is commonly found in water and soil may potentially cause serious infections in immune compromised patients, particularly those with cystic fibrosis. No adverse reactions have been reported regarding this product to date.

What should I do in response to this Product Recall?

Immediately examine your inventory and quarantine product subject to recall. In addition, if you further distributed this product, please identify your customers and notify them of this product recall. The affected product should be recovered and returned to Kimberly-Clark.

Kimberly-Clark Professional will replace all returned product. Any product returned by July 31, 2012 will be replaced plus an additional 10%.

Replacement product for this situation will be **KLEENEX® Moisturizing Foam Hand Sanitizer** or **KLEENEX® Green Certified Foam Hand Sanitizer**. In order to receive replacement product please follow these steps:



1. Complete the attached form
2. Contact K-C Customer Solutions at 888-346-4652 or 920-225-4997 (Fax).
3. Return all inventories of this product back to Kimberly-Clark

This recall is being made with the knowledge of Health Canada.

We truly regret the inconvenience this has created for our valued partners.

Thank you in advance for your assistance and cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ward Johnson', is positioned below the word 'Sincerely,'.







Ward Johnson
Vice President North American Sales, Kimberly-Clark Professional



Attn: KCP Customer Solutions

KLEENEX® Luxury Foam Hand Sanitizer Voluntary Product Recall

Please fill out this form and FAX it back to: **920-225-4997**. Upon receipt of the properly completed and signed form, K-C will replace potentially affected KLEENEX® Luxury Foam Hand Sanitizer. **Please complete form by July 31, 2012.**

Product Code	Product Description	Number of Cases in Your Inventory	Replacement Product (Circle preferred replacement product)	
			Moisturizing Foam Hand Sanitizer	Green Certified Foam Hand Sanitizer
12977-00	Cassette 		 91560	 33939
12979-00	E Cassette 		 91590	 33942

DISTRIBUTOR INFORMATION

Company Name _____ Contact Name _____

Address _____

Contact Phone Number _____ Date _____

PO# _____

Invoice# _____

Signature _____



END USER INFORMATION

Company Name _____ Contact Name _____

Address _____

Contact Phone Number _____ Date _____

PO# _____ Invoice# _____

Signature _____

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