

IMPORTANT INFORMATION – PLEASE READ

Issue:

- **Incorrect packaging of RENOLIT EP 2**

Product Involved:

- **RENOLIT EP 2** (red in colour)
- **RENOLIT SNOW WHITE PETROLEUM JELLY** (white in colour)

Containers Involved:

- **2.5kg container: RENOLIT EP 2** (Part number: 19570025)
- **2.5kg container: RENOLIT SNOW WHITE PETROLEUM JELLY** (Part number: 44050025)

Note:

- This matter will be:
 - The subject of a Public Product Safety Recall; and
 - Notified to the Australian Competition and Consumer Commission.

Batch Number and Affected Products:

This technical notice ONLY refers to:

- Shipments of **RENOLIT SNOW WHITE PETROLEUM JELLY (44050025)**; and,
- Incorrect packaging relating to **Batch Number QPW0130J18**.

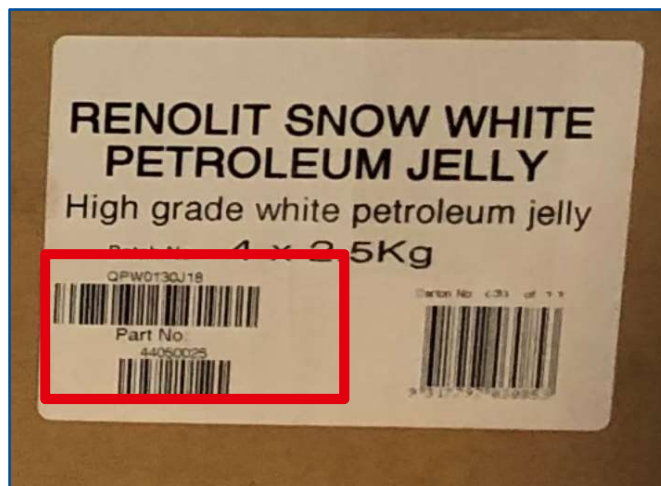


Image above indicates the location of batch number and part number on the carton label.

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Background:

It was discovered on June 27, 2019 that a volume of **RENOLIT SNOW WHITE PETROLEUM JELLY** was incorrectly packed into 2.5kg plastic containers labelled as **RENOLIT EP 2**. It was also determined that this batch was delivered to our distributors between **1 March 2019 and 26 June 2019**.

The following are actions which recipients of shipments (i.e. distributors) of **RENOLIT SNOW WHITE PETROLEUM JELLY** are requested to undertake immediately.

Distributors – actions to undertake:

1. Identify all cartons of **RENOLIT SNOW WHITE PETROLEUM JELLY (Part No 44050025)** and inspect each carton label for shipment batch number: **QPW0130J18** (see image on page 1 for location of batch number on the carton label).
 - a. If carton labels bearing that batch number are found to have been received, open those cartons and inspect the individual 2.5kg containers inside.
 - b. If the label on any 2.5kg container inside those cartons states **RENOLIT EP 2** (see image 1 below, in which label on the container **does NOT match** label on the carton) then **quarantine product immediately and contact your Fuchs Lubricants Sales Representative for a full credit or shipment of replacement, and collection by Fuchs Lubricants.**



- c. If the label on the 2.5kg container states **RENOLIT SNOW WHITE PETROLEUM JELLY** (see image 2, in which the label on the carton **matches the label** on the container) then **use product as intended.**

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2. If products have already been unpacked from cartons and are stocked on the shelves, then:

- a. Check the shelves for any **RENOLIT EP 2** 2.5kg containers.
- b. Turn each container carefully over to check for batch sticker on base (see image 3).
- c. If the sticker states **Part No 44050025, batch QPW0130J18**, then **quarantine product and contact your Fuchs Lubricants Sales Representative for a full credit or shipment of replacement, and collection by Fuchs Lubricants.**
- d. If the sticker is not located, open the container and check the colour of the product inside the container:
 - If contents are white, then **quarantine product and contact your Fuchs Lubricants Sales Representative for a full credit or shipment of replacement, and collection by Fuchs Lubricants.**
 - If contents are red (**RENOLIT EP 2** is red) **then use as intended.**

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Customers – actions to undertake:

Should you know of any customer in receipt of any of the offending **RENOLIT EP 2** packaged product (which incorrectly contains **RENOLIT SNOW WHITE PETROLEUM JELLY**) then those customers are requested to immediately:

1. **STOP** using the product labelled **RENOLIT EP 2**, batch number QPW0130J18;
2. If any of the product labelled **RENOLIT EP 2**, batch number QPW0130J18 has been applied within a rolling mechanical component, **STOP** using the machine in question;
3. **Quarantine any opened and/or unopened product**; and,
4. Contact Fuchs Lubricants to arrange for collection as well as a shipment of replacement product.

Furthermore, the applied product labelled **RENOLIT EP 2 AU** (which actually contained **RENOLIT SNOW WHITE PETROLEUM JELLY**) should, to the extent possible, be immediately removed from the affected machine, or cleaned appropriately, and replaced with the correct **RENOLIT EP 2** product.

Performance Background:

RENOLIT SNOW WHITE PETROLEUM JELLY is primarily recommended for use as a lubricant for various rubber and/or plastic components.

RENOLIT EP 2 is recommended for plain and roller bearings in industrial and/or automotive applications.

Performance Hazard:

Due to the incorrect packaging, persons may have applied **RENOLIT SNOW WHITE PETROLEUM JELLY** to rolling mechanical components, thinking they had applied **RENOLIT EP 2**.

Mechanical failure may occur if **RENOLIT SNOW WHITE PETROLEUM JELLY** is used within rolling mechanical components such as roller bearings, drive shafts and wheel bearings.

As **RENOLIT SNOW WHITE PETROLEUM JELLY** is not as effective as **RENOLIT EP 2** in such instances, this could result in the affected machine overheating or failing to operate, thus potentially increasing the risk of accident or injury.

Contact details:

For more information on this matter, please contact your relevant representative of Fuchs Lubricants (Australia) Pty Ltd, or our Customer Service team Monday to Friday 8am to 6pm (AEST) on 1800 1800 13 (Australia), 0800 382 476 (New Zealand) or via email at orders@fuchs.com.au.

In closing, Fuchs Lubricants (Australia) Pty Ltd apologises for any inconvenience that this matter has caused.

Management

Fuchs Lubricants (Australasia) Pty Ltd

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