

## Important Customer Notice

### Reflex Table Top Sweetener Tablet (1200 tablet dispenser pack 66g)

Dear Client,

We have been advised that the raw material in the Reflex Table Top Sweetener Tablets (1200 tablet dispenser pack) contains Ethylene Oxide levels at  $>0.1\text{mg/kg}$ .

The Rapid Alert System for Food and Feed (RASFF) alert 2022.6464 has been issued in relation to one of the raw materials used in the Reflex sweetener tablets following the amendment of EU regulation 231/2012 (specification for food additives) to regulation 1396/2022, on 1 September 2022, which set a reduced maximum limit of  $0.1\text{mg/kg}$  for all food additives.

As a result of this alert, our EU manufacturer has issued a recall for **batch 2207031**.

Nutshell Portions has placed all existing stock of Reflex tablets currently in our warehouse 'on hold', pending further investigations.

Please remove all Reflex tablets **batch 2207031 EXP 22/8/25** from circulation, quarantine stock and confirm how much stock you have, so that we can arrange uplift as soon as possible.

Where stock has been despatched to end customers, please advise customer of recall, and arrange withdrawal of this product.

This batch has been delivered in cartons of 24 dispensers between 7 September 2022 and 21 October 2022.

Nutshell Portions will, of course, replace all stock recalled as soon as we have a new batch available.

Due to the amount of this particular raw material used in the formulation of the Reflex sweetener tablets and taking into account normal conditions of use (6-9 tablets per person, per day) we consider the exposure margin to be minimal. Nutshell Portions apologises for any inconvenience caused and appreciate your assistance whilst we carry out a full investigation.

This recall does not affect any other Reflex branded sweetener products.

