

Essity voluntary recall of Tork Matic® Extra Long Hand Towel Roll, article 290059.

Through our quality control processes we have identified a production batch of article 290059, Tork Matic® Extra Long Hand Towel Roll where the dispensing of the paper hand towel sheets via our dispensers will not be optimal. During production the plug in the core of the roll, for a small batch of stock, has not been fitted correctly. We can trace the cases of stock involved and are contacting customers who have received this stock to recall and replace those cases.

Our records show we delivered Tork Matic® Extra Long Hand Towel Roll, article 290059 to you. It is possible that you received stock with the incorrectly fitted plug on the same shipment as unaffected product. Therefore, we recommend checking the batch code to isolate only the stock impacted.

You can identify the production batch we are recalling by checking the code that is printed on the long side of the box, positioned close to the product sustainability logos and Essity logo, as seen in the images below:



Please visually check the initial numbers of each code and confirm whether the stock is from the following batches. Ignore the final 4 digits (04:46 in the image above):

180 02 10 23
180 03 10 23
180 04 10 23

All other batches, including those starting with 270 are unaffected by this issue and can continue to be sold and used as normal.

For stock that is currently in your warehouse

Our Customer Service team will arrange to collect the stock of 290059 relating to this recall. Please contact your local Customer Service team. The team will arrange a collection, credit and new delivery of replacement stock.

Where you have sold stock of Tork Matic® Extra Long Hand Towel Roll to customers

If you have shipped stock of 290059 from your warehouse to customers, we would kindly request you contact your customers and ask them to check the cases for the affected batch codes. Any stock associated to the specific batch codes should not be used and should be returned to you. Replacement stock would be provided by you to your customer if you have stock available. Our Customer Services team will arrange for the equivalent replacement stock to be delivered to your warehouse. If you do not have sufficient stock currently available for your customers, please discuss direct delivery options with our Customer Service team.

What are we asking you to do

- If you have product from this batch in stock, you should not sell the product. Please also recall stock from this batch already sold to your customers.
- Please contact our Customer Service team for instructions on how to return the products from the affected batch to our warehouse. Customer Services will also ensure your stock is replaced and will support any urgent customer demand you cannot fulfil from existing stock.

We apologize for the inconvenience and are grateful for your help in resolving this issue. The performance of our Tork dispensing systems is a priority and it is therefore important to recall any stock we believe will not meet the needs of our customers. Please do not hesitate to contact your local NHS Supply Chain Customer Service Advisor if you would like more information or assistance.