



IMPORTANT PRODUCT RECALL

NOTE: Original Pine-Sol® Pine scent is not included in this recall and is safe to use

United States

Original Pine-Sol® Pine scent is not included in this recall

Product Name	UPC #	Case Code #
Pine-Sol® Multi-Surface Cleaner Lavender Clean® 28oz	4129440116	10041294401163 (12 ct case) 10041294973509 (8 ct case)
Pine-Sol® Multi-Surface Cleaner Lavender Clean® 48oz	4129440272	10041294402726 (8 ct case)
Pine-Sol® Multi-Surface Cleaner Lavender Clean® 60oz	4129440112	10041294401125 (6 ct case)
Pine-Sol® Multi-Surface Cleaner Lemon Fresh 28oz	4129440187	10041294401873 (12 ct case) 10041294973578 (4 x 3 ct case) 10041294973844 (8 ct case)
Pine-Sol® Multi-Surface Cleaner Lemon Fresh 48oz	4129440199	10041294401996 (8 ct case) 10041294974247 (6 ct case)
Pine-Sol® Multi-Surface Cleaner Lemon Fresh 60oz	4129440239	10041294402399 (6 ct case) 10041294974063 (3 x 2 ct case)
Pine-Sol® Multi-Surface Cleaner Lemon Fresh 175oz	4129440306	10041294403068 (3 ct case)
Pine-Sol® Multi-Surface Cleaner Lemon Fresh 100oz	4129497291	10041294972915 (6 ct case)
Pine-Sol® Multi-Surface Cleaner Lemon Fresh 2x 100oz	4129497376	10041294973769 (3 x 2 ct case)
Pine-Sol® Multi-Surface Cleaner Sparkling Wave® 48oz	4129441904	10041294419045 (8 ct case)
Clorox Professional Pine-Sol® Lemon Fresh Cleaner 144oz	4460030891	10044600308910 (3 ct case)
CloroxPro® Pine-Sol® Lavender Clean® All Purpose Cleaner 144 oz	4129497301	10041294973011 (3 ct case)
CloroxPro® Pine-Sol® Lemon Fresh All Purpose Cleaner 144 oz	4129435419	10041294354193 (3 ct case)
CloroxPro® Pine-Sol® Orange Energy® All Purpose Cleaner 144 oz	4129441772	10041294417720 (3 ct case)



CloroxPro® Pine-Sol® Sparkling Wave® All Purpose Cleaner 144 oz	4129497434	10041294974346 (3 ct case)
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This recall pertains to select scented Pine-Sol products with the UPC codes above with the date code of A422249 and below



October 25, 2022

Dear Valued Customer,

I'm writing to inform you that, in cooperation with the Consumer Product Safety Commission (CPSC), Clorox is initiating a voluntary recall of certain scented Pine-Sol products (see above product list). Affected products were manufactured at one of our U.S. plants and do NOT include Original Pine-Sol® (pine scent), which is safe to use.

We learned that the recalled products may contain bacteria, including *Pseudomonas aeruginosa*, an environmental organism found widely in soil and water. People with weakened immune systems or external medical devices who are exposed to *Pseudomonas aeruginosa* face a risk of serious infection that may require medical treatment. The bacteria can enter the body if inhaled, through the eyes, or through a break in the skin. People with healthy immune systems are usually not affected by the bacteria.

We are issuing the voluntary recall to remove the products from the market and from consumers' homes out of an abundance of caution. Clorox has ceased all manufacturing, distribution, and sale of the affected products in the United States. We've taken immediate action to contain the impacted product and are conducting a full investigation and testing to ensure the issue is resolved before we safely bring our products back on store shelves. We are also implementing enhanced safety and cleaning protocols and procedures to help ensure this doesn't happen again. We anticipate Clorox will be prepared to begin shipping product in 6-10 weeks.

Today, in a joint press release with the CPSC, the CPSC announced the consumer-level recall, which:

1. Mention by name, select retailers where products were sold; and
2. Require your immediate partnership in executing the recall

Please note that while we expected to communicate directly with our customers with appropriate lead time prior to public announcement, the CPSC has acknowledged that they mistakenly posted a press release announcing a recall on certain Pine-Sol scented products on their website at 8:30 a.m. PST today, October 25, 2022. This public announcement has expedited our original timeline **by more than a day**, requiring immediate notification to our customers. As a result, the call center and reimbursement form will be available starting on October 26, 2022.

Step 1: Stop Sale and Initiate Recall

Upon receipt of this letter, all retailers, wholesalers, and/or distributors must immediately:

1. Stop sale of the affected products.
2. Segregate, quarantine, and clearly identify/mark all affected inventory in your possession, custody, or control, as 'Recalled'.
 - a. As noted above, this recall pertains to select scented Pine-Sol products with the UPC codes above with the date code of A422249 and below. No other Pine-Sol



products (including original pine scent) or products manufactured by The Clorox Company are affected by this recall.

- i. To confirm the product you have is included in the recall: For loose bottles, check to see if the UPC code (the 10-digit number next to the barcode) is included on the voluntary recall list above. For cases, check to see if the case code is included.
- b. **Retailers:** Please notify all of your retail stores and instruct them to check their inventory and remove impacted products from shelves and quarantine. Please have each store coordinate the return of their impacted product to Inmar (Clorox's 3rd party expert in this space) using the product intake form linked below, in Step #3.
- c. **Wholesalers/Distributors:** Please notify any wholesale account who may have received the affected product and instruct them to notify their retail sub-accounts. In addition, please notify your retail sub-accounts and instruct them to check inventory in their warehouse / distribution centers and remove from distribution. Please have each of your contacts return impacted products to Inmar using the product return information provided below, in Step #3.

Step 2: Notify Consumers

Upon the announcement of this recall, consumers should:

1. Immediately stop using scented Pine-Sol cleaners included in the recall
2. Request a full refund by visiting pinesolrecall.com or calling 1-855-378-4982

To bring this matter to the attention of consumers, Clorox is posting communications on Pine-Sol.com, creating a mobile-friendly recall website at www.pinesolrecall.com, coordinating marketing activities targeted to scented Pine-Sol consumers, and we are working with a third-party to manage the consumer recall and reimbursement process.

NOTE: the call center and reimbursement form will be available starting on October 26, 2022.

To assist in consumer notification, as required by the CPSC, we're asking our retailer partners, wholesalers and distributors to conduct the following activities:

1. **Print the provided poster in color and post in a prominent location** (such as store entrance, area where the product was originally sold, checkout counters and/or the customer service area) in each of your stores for a period of at least 120 days.
 - o We have provided posters as an attachment to this email for you to print. It is recommended to print on 8.5 x 11 paper, however if you have any specific requirements for in-store displays, including size, please let us know.



2. **Conduct at least two rounds of notifications to known purchasers of the recalled products** (ideally spaced two weeks apart) based on the communications channels available to you.
 - CPSC requests that any letters or email subject lines prominently include the text “Important Recall Notice,” “Recall Notice,” or “Safety Recall.”
 - We have included a draft of this letter to consumers for your convenience as an attachment to this letter.
3. **For all direct, Clorox ‘Ship-To’ customers, please provide your Clorox Sales contact with written confirmation** that the notification has been provided to consumers, as this will be reported back to the CPSC.

We understand many of our partners likely have their own recall protocols and processes, so please let us know if we can provide additional information to assist in your consumer notification efforts.

Step 3: Return Product

All retailers, wholesalers, and/or distributors are requested to initiate the recall as soon as possible.

1. Register affected product via online intake form at www.pinesolrecall.com (U.S.).
 - a. If you have any questions regarding this recall, please call 1-855-378-4982 or email Pinesolrecalls@inmar.com

NOTE: the call center and reimbursement form will be available starting on October 26, 2022.

2. Triggered by the step above, coordinate your return through Inmar (Clorox’s 3rd party expert in this space), where your inventory will be shipped-to, held for final disposition, recorded for receipt at their product collection center(s)
 - a. **To confirm the product you have is included in the recall:** For loose bottles, check to see if the UPC code (the 10-digit number next to the barcode) is included on the voluntary recall list above. For cases, check to see if the case code is included. Original Pine-Sol® (pine scent) is NOT included in the recall and should not be returned.
 - b. **Return Logistics:** If you have less than 150 pounds or 10 boxes or less, then your return does not require a LTL/Transportation request. We will be sending you a Return Kit for the product return that will include prepaid FedEx Ground shipping labels. If you are returning more than 150 pounds or 11 boxes or more, our transportation department will be contacting you within 48 hours to arrange shipment via FedEx Freight Transportation. A pre-paid Label and Bill of Lading will be provided.
 - c. **Refunds:** Once we process your reimbursement request, Clorox will issue a refund. This voluntary recall does not affect any other Pine-Sol products or other products manufactured by The Clorox Company. Original Pine-Sol® (pine scent) is NOT included in the recall and is safe to use.



3. Prior to orders resuming, for each direct Clorox "ship-to" customer, please send your Clorox Sales contact a confirmation, verifying that this recall has been completed (Sale Stopped, Consumers Notified, & Product Returned).

Clorox takes this issue seriously and is fully committed to ensuring all of our products meet the highest quality standards. We understand that this is a decision that will impact our customers. However, we believe it was the right action to safeguard consumers' health and wellbeing. Thank you in advance for your assistance in this matter and for your continued support.

Rhonda Lesinski
Vice President and General Manager, The Clorox Company



Retailer and Distributor FAQ

What's happening?

Pine-Sol is voluntarily recalling Pine-Sol® Scented Multi-Surface Cleaners in Lavender Clean®, Sparkling Wave®, and Lemon Fresh scents, CloroxPro® Pine-Sol® All Purpose Cleaners, in Lavender Clean®, Sparkling Wave®, Lemon Fresh, and Orange Energy® scents, and Clorox Professional Pine-Sol® Lemon Fresh Cleaners.

Why are you recalling the product?

Pine-Sol learned that select scented Pine-Sol products may contain bacteria, including *Pseudomonas aeruginosa*. People with weakened immune systems or external medical devices who are exposed to *Pseudomonas aeruginosa* face a risk of serious infection that may require medical treatment. The bacteria can enter the body if inhaled, through the eyes, or through a break in the skin. People with healthy immune systems are usually not affected by the bacteria. Pine-Sol is issuing the voluntary recall to remove the products from the market out of an abundance of caution. For more information you can find the press release here: www.pinesolrecall.com.

What are we doing to fix the situation?

Clorox has taken immediate action by temporarily suspending production of the impacted product line and issuing a stop shipment. Clorox is conducting a full investigation of the impacted processing line, including conducting an extensive deep cleaning. Clorox is also implementing enhanced safety and cleaning protocols and procedures to ensure this doesn't happen again. Clorox is collaborating with the Consumer Product Safety Commission and notifying consumers of the recall. Clorox will conduct stringent testing to ensure the issue is resolved before we safely bring products back on store shelves. Clorox anticipates it will be prepared to begin shipping product in 6-10 weeks.

How did it happen?

The issue was discovered by Pine-Sol's R&D team as a result of internal testing.

What manufacturing facility did this happen at?

This affected one line at Clorox's manufacturing plant near Atlanta.

What other products are produced at this manufacturing facility?

While other products are made at this facility, no other products are made on the same production line as the impacted products.

How many products have been recalled?

Clorox produced approximately 37 million recalled products between January 2021 and September 2022.

What additional measures are you taking to ensure our consumers are aware of the product recall? Are you going to provide us with in-store signage or other materials?

Clorox is collaborating with the Consumer Product Safety Commission and is notifying consumers of the recall. In addition to reaching out to retail partners like you, Clorox is issuing a joint press release with the CSPC, creating a mobile-friendly recall website (pinesolrecall.com)



and call center to facilitate the recall and refund process, posting communications on pinesol.com, and coordinating marketing activities targeted to scented Pine-Sol consumers.

When will scented Pine-Sol be back on the shelves?

Pine-Sol anticipates it will be prepared to begin shipping product in 6-10 weeks.

Will there be enough available product to rebuild my inventory once the recall is complete?

Clorox will be working to rebuild inventory of impacted product as quickly as possible.

If Clorox needs to allocate product once production resumes, how are those decisions made?

Clorox makes allocation decisions based on your historical share of shipments of affected product, this is allocated against available items that you have historically ordered.

Are there additional supply chain disruptions that are preventing you from producing these Pine-Sol?

No, there are no further supply chain disruptions related to these products.



DRAFT consumer notification letter for retailers' use

Conduct at least two rounds of notifications to known purchasers of the recalled products (ideally spaced two weeks apart)

TO: Known purchasers of recalled products

FROM: Retailer

RE: Important Product Recall Notification

Dear Consumers,

You are receiving this email because you purchased a scented Pine-Sol cleaner that may be included in a product recall. Consumers should immediately stop using scented Pine-Sol cleaners subject to the recall and visit pinesolrecall.com to request a full refund.

Pine-Sol is voluntarily recalling certain scented Pine-Sol cleaners, as some products may contain bacteria, including *Pseudomonas aeruginosa*, an environmental organism found widely in soil and water. People with weakened immune systems or external medical devices who are exposed to *Pseudomonas aeruginosa* face a risk of serious infection that may require medical treatment. The bacteria can enter the body if inhaled, through the eyes, or through a break in the skin. People with healthy immune systems are usually not affected by the bacteria.

Pine-Sol is conducting this voluntary recall to remove the products from the market out of an abundance of caution to safeguard your health and wellbeing. Importantly, Original Pine-Sol® Pine scent is not included in this recall and is safe to use.

Consumers who have products matching the following description in their possession should stop using it immediately and visit pinesolrecall.com to request a full refund.

Product safety is a top priority and we're committed to safeguarding consumers' health and wellbeing.

Thank you for your attention to this important matter.



IMPORTANT PRODUCT RECALL

NOTE: Original Pine-Sol® Pine scent is not included in this recall and is safe to use

United States

Product Name	UPC #
Pine-Sol® Multi-Surface Cleaner Lavender Clean® 28oz	4129440116
Pine-Sol® Multi-Surface Cleaner Lavender Clean® 48oz	4129440272
Pine-Sol® Multi-Surface Cleaner Lavender Clean® 60oz	4129440112
Pine-Sol® Multi-Surface Cleaner Lemon Fresh 28oz	4129440187
Pine-Sol® Multi-Surface Cleaner Lemon Fresh 48oz	4129440199
Pine-Sol® Multi-Surface Cleaner Lemon Fresh 60oz	4129440239
Pine-Sol® Multi-Surface Cleaner Lemon Fresh 175oz	4129440306
Pine-Sol® Multi-Surface Cleaner Lemon Fresh 100oz	4129497291
Pine-Sol® Multi-Surface Cleaner Lemon Fresh 2x 100oz	4129497376
Pine-Sol® Multi-Surface Cleaner Sparkling Wave® 48oz	4129441904
Clorox Professional Pine-Sol® Lemon Fresh Cleaner 144oz	4460030891
CloroxPro® Pine-Sol® Lavender Clean® All Purpose Cleaner 144 oz	4129497301
CloroxPro® Pine-Sol® Lemon Fresh All Purpose Cleaner 144 oz	4129435419
CloroxPro® Pine-Sol® Orange Energy® All Purpose Cleaner 144 oz	4129441772
CloroxPro® Pine-Sol® Sparkling Wave® All Purpose Cleaner 144 oz	4129497434

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