

SINGAPORE, 19 June 2013

HSA UPDATES

“HSA UPDATES” addresses topics of current public interest, and is subject to change as more information become available.
HSA UPDATES NO 2/2013

HSA UPDATES ON VOLUNTARY RECALL OF TOLLYJOY COTTON WOOL ROLLS BY TOLLYJOY BABY PRODUCTS PTE LTD

The Health Sciences Authority (HSA) is overseeing the voluntary market recall of the Tollyjoy cotton wool rolls distributed by Tollyjoy Baby Products Pte Ltd and sold in Singapore. The Tollyjoy product affected by this recall is the cotton wool rolls (Article No. 1103). **Annex 1** provides further information on the affected products. **Annex 2** displays a copy of the print advertisement on this Recall placed on the Straits Times by Tollyjoy Baby Products Pte Ltd.



Fig 1: Tollyjoy Cotton Wool (Article No: 1103)

Background Information

2 Tollyjoy Cotton Wool (Article No: 1103) has been marketed for family care, cosmetic use and first aid.

3 On 02 May 2013, Tollyjoy Baby Products Pte Ltd was informed by a consumer of an incident where the presence of needle-like metallic objects were found inside a piece of Tollyjoy cotton wool. In response to this incident, Tollyjoy Baby Products Pte Ltd initiated an investigation and is now conducting a voluntary recall of the affected products.

4 To date, Tollyjoy Baby Products Pte Ltd has confirmed that the recent incident involving presence of needle-like objects remains its only known case.

HSA's Action and Advisory

5 HSA is overseeing the recall being undertaken by Tollyjoy Baby Products Pte Ltd.

- 6 HSA advises member of public to:
- Cease using the affected Tollyjoy cotton wool rolls as advised by Tollyjoy Baby Products Pte Ltd.
 - Contact Tollyjoy Baby Products Pte Ltd for a product return if they have purchased the Tollyjoy brand cotton wool.

7 For further information, consumers are advised to contact Tollyjoy Baby Products Pte Ltd at 6542 6988 between the hours of 0830 to 1800 from Monday to Friday or email to feedback@tollyjoy.com.sg. Consumers may also visit their website for details on the return of affected products.

8 HSA will continue to monitor the situation closely and take all appropriate actions to protect public health and safety.

**HEALTH SCIENCES AUTHORITY
SINGAPORE
19 JUNE 2013**

Affected Article No.: 1103

Please check the Article No. on the top right corner of the outer packaging as shown here:



NOTICE

Dear Valued Customers,

As a precautionary measure following a complaint due to presence of foreign material, we are conducting a voluntary recall on :

Tollyjoy Cotton Wool
(Art No. 1103 / SKU No. 11633)



We advise consumers to cease the use of the product and contact us for returns and/or replacements of similar value.

We regret this incident and apologise for any inconvenience caused, and assure you that we are working together with our supplier to tighten their manufacturing and procurement processes.

Should you have any queries, please contact us at :

Tollyjoy Baby Products Pte Ltd
29 Changi South Street 1
Singapore 486771
Hotline: 65426988
Email : feedback@tollyjoy.com.sg
Contact : Ms Grace Koh
Operating Hours: Mon-Fri, 0830 to 1800hrs