

Apology & Notice Regarding Voluntary Recall of Products

There have been three reported cases of health hazards caused by egg allergies, including one case of anaphylactic symptoms, that occurred when children with egg allergies inhaled a component ingredient (ingredient label name: lysozyme hydrochloride [derived from egg whites]) found in sprays unique to aerosol products while using the product “Mandom Mowatore Deodorant Shot,” which was released by Mandom (hereinafter referred to as “our company”) in February 2019. Our company deeply apologizes to customers who have been affected by these health hazards.

Customer safety is our number one priority, and in response to these reports, our company will voluntarily recall a total of five types of aerosol products (refer to details mentioned below) containing the same ingredients. We apologize for any inconveniences and concerns this recall will cause to our customers, business partners and all related parties.

If you have any applicable products on hand, please stop using them and send them back.

1. Products to be Recalled

	Product Name	Capacity	JAN Code
(1)	Mandom Mowatore Deodorant Shot Unscented (Quasi-Drug) (Brand name: B&S Deodorant Spray N, B&S Deodorant Spray NN)	70g	4902806102505
(2)	Mandom Mowatore Deodorant Shot Savon (Quasi-Drug) (Brand name: B&S Deodorant Spray S, B&S Deodorant Spray NS)	70g	4902806102512
(3)	Mandom Mowatore Deodorant Shot Cooldown Clear Herbal (Quasi-Drug) (Brand name: B&S Deodorant Spray RC)	70g	4902806108828
(4)	Lucido Scalp & Body Deodorant Jet Spray (Quasi-Drug) (Brand name: Medicated SC Deodorant Spray, Medicated SD Deodorant Spray)	130g	4902806102161
(5)	Lucido Scalp & Body Deodorant Jet Spray (Quasi-Drug) (Brand name: Medicated SC Deodorant Spray, Medicated SD Deodorant Spray)	30g	Sample (no displayed JAN code)



After receiving quasi-drug approval, the relevant products were manufactured and sold with a warning inscription that mentions in the ingredients list that the lysozyme hydrochloride formulated as a sterilizing ingredient was derived from egg whites. However, customer safety is our number one priority, and so our company has decided to recall these relevant products. Furthermore, our company does not have any plans to release any alternative aerosol products containing the same ingredients in the future.

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mail: press@mandom.com
Please contact us in Japanese or English.

URL: <https://www.mandom.co.jp/en/>



2. Release Date

(1), (2), (4), (5): Released in February 2019

(3): Released in April 2020

3. Number of Items to be Recalled

1,080,000 cans Note: 820,000 cans ((1) to (4)) + 260,000 sample cans ((5))

4. Recall Start Date

Tuesday, December 7, 2021

5. We have provided the following guide on how recalls and refunds will be conducted.

- Guide regarding voluntary recall(in Japanese only)

<https://www.mandom.co.jp/info/202112/>



If you have any questions regarding this matter, please contact the following:

- Mandom Customer Relations Division

Toll-free (09:00-17:00 on weekdays) 0120-37-3337