



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.