



**URGENT MEDICAL DEVICE
RECALL**

**THERMOSKIN HOT/COLD GEL PACK
(BLUE)**

**SMALL (20cm x 13cm), MEDIUM (30cm x
13cm) & LARGE (37cm x 18cm)**

**Product Codes: 86901, 86902 & 86903
ARTG No. 109477**

United Pacific Industries Pty Ltd, following advice that the above products contain the toxic substance ethylene glycol (rather than the non-toxic ingredient propylene glycol), and after consultation with the Therapeutic Goods Administration, is recalling all THERMOSKIN hot/cold gel packs.

If you have a THERMOSKIN hot/cold gel pack (blue) do not use it. Please call our customer service line to arrange the return of the affected product and a refund.

CUSTOMER SERVICE 1800 188 019

Ingestion of ethylene glycol can be harmful. Initial symptoms may include drowsiness, nausea and vomiting.

In the event of accidental ingestion patients are urged to seek urgent medical advice and attend the nearest emergency department immediately for assessment and further management.

United Pacific Industries Pty Ltd sincerely regrets any inconvenience to their customers.



Australian Government
Department of Health and Ageing
Therapeutic Goods Administration

URGENT MEDICAL DEVICE RECALL
(Updated 03/09/2008)

LEVEL: Consumer

CLASS: Class I

REFERENCE: RN-2008-0701

DATE AGREED: 02/09/2008

PRODUCT: THERMOSKIN® HOT/COLD GEL PACK (BLUE)
SMALL (20cm x 13cm),
MEDIUM (30cm x 13cm) and
LARGE (37cm x 18cm)
Product Codes: 86901, 86902 and 86903

ARTG No. 109477

SPONSOR: United Pacific Industries Pty Ltd

PHONE: 1800 188 019 Customer Service

REASON: This product contains the toxic substance ethylene glycol (rather than the non-toxic ingredient propylene glycol).

Recall letters will be to be dispatched by the sponsor to pharmacies from Wednesday 3 September 2008. Recall notices advising consumers of this recall will appear in the media as soon as the sponsor of Thermoskin® is able to obtain advertising space in national newspapers.

[Classification system. Class I – Class I defects are potentially life-threatening or could cause a serious risk to health. Class II – Class II defects could cause illness or mistreatment, but are not Class I. Class III – Class III defects may not pose a significant hazard to health, but withdrawal may be initiated for other reasons. Class I & II recalls are considered to be safety related recalls]