

31/08/2023

**Voluntary return or exchange – DESCOSEPT SPECIAL,
Article number 00-208-005 (LOT: 499579), 00-208-050(LOT: 499995)**

To Whom It May Concern,

The further development of the DESCOSEPT SPEZIAL product and associated tests to expand the spectrum of efficacy found contamination at a low level in an individual case. The microorganism found was *Achromobacter xylosoxidans*. This is a widespread germ that occurs in almost all wet environments, in conjunction with water/drinking water. The cause of this isolated contamination has not yet been determined and is the subject of ongoing investigations.

Reviews of the documentation and the in-process controls, which by default include an analysis of microbial contamination for all batches, have shown no discrepancies.

We kindly ask you to return the affected products to the above address, if still available, so that we can complete the root-cause analysis. The returned quantities will be replaced promptly. There is no increased risk for products already used, as this concerns contamination at a very low level and the germ does not pose a risk of ubiquitous occurrence.

The returned samples will be examined. We will inform you promptly about the results. If you have any further questions or would like more information, please contact us by fax at +49-5664-8444 or by email at info@schumacher-online.com.

If you, as a trader, have forwarded the items to your customers, we kindly ask you to also forward this information to your customers.

We apologize for any inconvenience this may have caused you, and we deeply regret this incident.

Thank you for your support.

Yours sincerely,

Dr. Schumacher GmbH

[Redacted signature]