

Dist logo



solenis.com

June 12, 2025

Dear Customer,

Diversey has recently identified an issue of with J-512^{TM/MC} Disinfectant Sanitizer (SKU 5756034). In the situation, the orifice restrictor is not inserted onto the end of the dip tube, which allows undiluted product to be dispensed. Contact with the undiluted product may cause eye and skin irritation. Please see the product SDS for safety information.

Our records indicate that you may have received product within a date range of product manufacture where this incident may have occurred. The date code range is product **expiry is between February 26, 2028, through June 5, 2028 (02/26/2028 through 06/04/2028).**

Please check your inventory to determine if you have J-512 Disinfectant Sanitizer with these expiry codes.

The expiry code can be found on the product bottle above the label. On the product bottle, the expiry code will be located above the main product panel in the area between the neck and label. The expiry code will be on the bottom line beginning with “EXP.”

An example is in the image below:



If you have product within these date perimeters in your inventory, please inspect it for the presence of the restrictor by turning the bottle upside down. J-512 Disinfectant Sanitizer packaging utilizes a closed loop system, and there is no risk of leaking from the cap.

The picture below on the left indicates that a restrictor is present, while the picture below on the right indicates that no restrictor is present.



If the restrictor is present, then you may use the product under normal conditions and as indicated on the product label. If the restrictor is not present, or if you are unsure, please segregate the product and do not distribute or use it.

You may dispose of the product in accordance with your local laws or arrange for the return of the product by calling Customer Service at **XXXXXXXXXX**. A customer service representative is also available to assist you with placing a new order for replacement product or obtaining a credit to your account. We will reimburse you for the cost of any returns and credits.

We sincerely apologize for any inconvenience. Thank you for your valued business.

Sincerely,

Distributor Name