

# Recalled product an 'illegal import' - Dettol SA

Following reports this morning that Dettol disinfectant liquids are being recalled by the National Regulator for Compulsory Specifications (NRCS), Dettol South Africa has issued a statement distancing itself from the one affected product. The company said that the recall is localised to Dettol Disinfectant Liquid Lime & Lemongrass, which is not manufactured and distributed by Dettol SA, and is said to have been illegally imported into the country by a third party trader.



The recalled Dettol Disinfectant Liquid on the left, with Dettol SA's SABS approved product on the right.

Dettol SA has reassured all South Africans that all Dettol products manufactured and distributed by itself are safe to use and emphasizes the importance of buying genuine registered products which meet local packaging and product specifications.

"Consumers' health and safety is the foundation of the Dettol brand and will never be compromised. Over 75 years, the brand has earned the trust of health care professionals ... and families. Consumers can rest assured that all Dettol products made and distributed by Dettol South Africa are safe and effective, are compliant with regulatory requirements and standards and live up to their claims that they kill up to 99.9% of all germs as tested by the SABS," says Dettol SA spokesperson, Francesco Fattori.

"All registered Dettol SA products undergo rigorous testing and comply with local packaging and registration requirements," says Fattori. "This ensures that the products they purchase are guaranteed to work as they have been tested."

According to Francesco Fattori, the illegally imported product namely Dettol Disinfectant Liquid Lime & Lemongrass is registered in the UK and complies with all relevant regulatory requirements and standards in that country.

Fattori says Dettol SA supports the NRCS' drive to root out illegal parallel importation and will work with the relevant authorities in this regard.

Consumers with any queries should contact the Dettol Customer Care Line on 0861 11 11 00.

How to make sure you're buying a genuine Dettol SA product:

1. The manufacturer's details which should be clearly displayed on the back of the product. In this instance, these should read Reckitt Benckiser South Africa (Pty) Ltd.
2. On the back of the product, it should clearly state that the product is manufactured in South Africa and give a local address.
3. The product must NOT carry the words Dettol Disinfectant (Lime & Lemongrass).
4. Be aware of stickers that say the product is a "Parallel Import" as this means it has been imported illegally.

For more, visit: <https://www.bizcommunity.com>