



Guide on Faulty Aerosol Recall / Withdrawal

First Edition: March 2017

**© FEA 2017
*All Right Reserved***

FEA aisbl – Boulevard du Souverain 165 – 1160 Brussels – Belgium
Tel: + 32 (0)2 679 62 80 - Fax: + 32 (0)2 679 62 83 - info@aerosol.org - www.aerosol.org
V.A.T.: BE 0422.796.670



Disclaimer:

The information in these guidelines is given in good faith, but does not imply the acceptance of any legal liability or responsibility whatsoever by the FEA and the contributors for any inaccuracies and for the consequences of its use or misuse in any particular circumstances.



Contents

<u>1 INTRODUCTION</u>	<u>4</u>
<u>2 SCOPE</u>	<u>5</u>
<u>3 TYPES OF (POTENTIAL) FAULTY AEROSOLS</u>	<u>6</u>
<u>4 WHERE DOES THE PROBLEM START AND WHAT TO DO?</u>	<u>8</u>
<u>5 ACTIONS/PROTOCOLS PER LOCATION</u>	<u>10</u>
5.1. DURING TRANSPORT	10
5.1.1 ACTIONS	10
5.1.2 COMMUNICATION.....	10
5.2. WAREHOUSES AND DISTRIBUTION CENTRES	11
5.2.1 ACTIONS	11
5.2.2 COMMUNICATION.....	13
5.3. STORES AND PROFESSIONAL USERS	13
5.3.1 ACTIONS	13
5.3.2 COMMUNICATION.....	14
5.4. CONSUMERS	14
5.4.1 ACTIONS	14
5.4.2 COMMUNICATION.....	14
<u>6 TRANSPORT OF AEROSOLS FROM CONSUMERS</u>	<u>15</u>
<u>ANNEX A REFERENCES</u>	<u>16</u>
<u>ANNEX B EXAMPLE OF A RISK ASSESSMENT TOOL</u>	<u>17</u>
<u>ANNEX C EXAMPLES OF MESSAGES</u>	<u>19</u>
9.1. EXAMPLE OF MESSAGE TO A SHIPPER	19
9.2. EXAMPLE OF MESSAGE TO A WHOLESALER	20
9.3. EXAMPLE OF MESSAGE TO SALES FORCE	21

