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9th March 2023

Sylk Ltd  
P.O. Box 1357  
Kingston Upon Thames  
Surrey  
KT1 9FN

## **URGENT MEDICAL DEVICE RECALL**

**Affected Product:** SYLK Intimate  
**Batch Numbers:** BT3579(ED 03/25), BT3691(ED04/25), BT3803(ED06/25),  
BT3915 (ED06/25)  
**Date of Manufacture:** March 2022

### **Issue**

Mould has been reported in some of the retail bottles. The affected batches were distributed to retailers in the United Kingdom from mid-2022 onwards.

### **Action**

- Please **immediately** check/inspect stock. Stop using and quarantine affected stock of Batches BT3579, BT3691, BT3803, BT3915 to prevent further use. The batch numbers can be found printed in black on the base of the bottle.
- Advise other relevant staff members of this recall
- Contact all parties to which these batches have been supplied, or transferred to, requesting they recall all stock distributed and still held by those parties, including end users.
- Complete and return the attached Acknowledgement form even if no affected stock is held. The Acknowledgement form is to be scanned and emailed to Sylk Ltd UK, email address: [admin@sylk.co.uk](mailto:admin@sylk.co.uk)
- Returned stock is to be forwarded to Sylk Ltd UK for destruction.
- Please retain a copy of this letter, to be displayed in a prominent position for one month in case stock is in transit.

We appreciate your assistance with this recall and apologise for the inconvenience caused by the recall.



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## **Acknowledgement Form** **Urgent Medical Device Recall**

**Description of item under recall:** Sylk Intimate  
**Affected product:** Batches BT3579, BT3691, BT3803, BT3915  
**Expiry Date:** March 2025

### **Affected Stock**

If you have no affected stock tick this box

If you have affected stock please complete this table below:

| Stock Details           |              |          |
|-------------------------|--------------|----------|
| Product                 | Batch Number | Quantity |
|                         |              |          |
|                         |              |          |
|                         |              |          |
| Total Affected Product  |              |          |
| Other Relevant Details: |              |          |

Has the organisation supplied potentially affected product to any other organisation?

Yes - I/We will forward all the recall action information to the suppliers/distributors/customers.

Contact Details: Sylk Ltd, email: [admin@sylk.co.uk](mailto:admin@sylk.co.uk)

I acknowledge receipt of the Urgent Medical Device recall notice dated 10th March 2023 relating to the above product

**From:**

|                     |  |                     |  |
|---------------------|--|---------------------|--|
| <b>Organisation</b> |  | <b>Date</b>         |  |
| <b>Name</b>         |  | <b>Telephone No</b> |  |
| <b>Position</b>     |  | <b>Email</b>        |  |
| <b>Signature</b>    |  |                     |  |

