

IMPORTANT PRODUCT SAFETY NOTICE

Cool Off Refillable Water Mist Spray

STOP USING THE SPRAY IMMEDIATELY

As part of a precautionary microbiological examination conducted by AGES, *Pseudomonas aeruginosa* was detected in the tested Cool Off water mist spray samples. The laboratory also identified an elevated level of mesophilic aerobic bacteria.

Although the product contains only water and nitrogen and was intended for external cooling use on the hands and body, the presence of *Pseudomonas aeruginosa* means that the affected spray cans should not continue to be used.

Precautionary instructions

Anyone who received a Cool Off water mist spray can during the Donauinsselfest or at Naschmarkt is requested to:

- **Stop using the spray immediately.**
- Do not refill or reuse the can.
- Stop spraying the product immediately. Do not spray it on the skin, face, eyes, wounds, clothing, surfaces, or into the air.
- Keep the can closed and separate until it can be disposed of safely.
- Do not puncture, crush, burn, or place the pressurised can near heat or fire.

People with open wounds, damaged skin, weakened immune systems, or chronic respiratory conditions may be more vulnerable to infection and should avoid any further exposure.

Anyone experiencing unusual skin irritation, redness, swelling, eye irritation, breathing difficulties, or other health concerns after using the spray should seek advice from a medical professional and mention the possible exposure to *Pseudomonas aeruginosa*.

Corrective action

Cool Off has:

- Suspended the use, promotion, and refilling of the affected cans.
- Informed the responsible authorities and AGES.
- Asked recipients to stop using and dispose of the affected cans.
- Submitted newly filled samples for independent microbiological testing.

The affected cans will not be accepted for refilling. Further information will be provided after the new official laboratory results are available.

Consumer health and safety are our highest priorities. We sincerely apologise for the concern and inconvenience caused.

Cool Off e.U.

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