23/07/2026

Store Owner / Manager

URGENT RECALL

TGA Reference Number: RC-2026-RN-00548-1

Product Name: Key Sun Kids Cough Homoeopathic Product Multipack: EAN 9311262004332

Batch number: 8875; Expiry: Jan-2029

Product Name: Key Sun Kids Cold Homoeopathic Product Raspberry: EAN 9311262006015

Batch number: 8786; Expiry: May-2028

Batch number: 8787; Expiry: Jan-2029

Product Name: Key Sun Kids Cough, Cold & Throat Homoeopathic Product Variety Pack: EAN 9311262005247

Batch number: 8400; Expiry: Sep-2028

Product Name: Key Sun Kids Cough Homoeopathic Product Orange: EAN 9311262006008

Batch number: 8776; Expiry: Mar-2028

Product Name: Key Sun Kids Travel Sickness Homoeopathic Product Strawberry: EAN 9311262004578

Batch number: 7265; Expiry: Feb-2028

Batch number: 7267; Expiry: Apr-2028

Product Name: Key Sun Kids Throat Homoeopathic Product Pine-Lime: EAN 9311262004608

Batch number: 7820; Expiry: Mar-2028

Batch number: 7821; Expiry: Jan-2029

Dear Store Manager / Stock Procurement Officer

Key Sun Laboratories, following agreement with the Therapeutic Goods Administration (TGA), is conducting a recall of the above batches of Key Sun Kids Homoeopathic Products which are lozenges with an integral application.

The potentially affected product has been supplied to your organisation.

What is the problem?

There have been two customer complaints of a piece of small metal wire being embedded in Key Sun Kids lozenges.

- This may cause harm to a child, resulting in cutting the child's mouth.
- This injury may occur while the child is sucking the lozenge.
- If any pieces of metal are swallowed by a child, this may result in damage to the digestive tract.

- There's a risk of choking.

The wire likely became stuck in the lozenge during manufacturing. Out of precaution Key Sun is recalling all other batches of lozenges manufactured at the same facility during 2025.

These above batches have been distributed to retailers since February 2025.

What should you do?

- Inspect your stock **immediately** and quarantine any stock of batch 8875, 8786, 8787, 8400, 8776, 7265, 7267, 7820 or 7821 on hand to prevent further use or sale.
- Complete the attached Customer Response form **immediately even if you do not have any affected stock** and return it to productrecall@keysun.com.au so we can reconcile this recall.
- Return affected stock on hand with the completed response form to the following address:

Reply Paid 1381

Mona Vale NSW 2103

- Ensure relevant staff members are informed of this recall.
- If you have supplied or transferred any potentially affected product to another facility or organisation, provide that facility with a copy of this letter **immediately**.
- Place this letter in a prominent position for at least one month.
- Retailers/pharmacies are encouraged to display the attached 'Public Notice' in their shopfronts or near where the product was sold.
- Consumers will be instructed to return the product to the place of purchase for a refund. If you receive any consumer returns of batch 8875, 8786, 8787, 8400, 8776, 7265, 7267, 7820 or 7821, these can also be sent back with the completed response form.
- If any consumers notify you of an adverse event related to this problem, they should seek immediate medical advice and report this event to Key Sun Laboratories and the TGA.

Refund of stock

Currently we do not have available replacement stock of the Key Sun Kids Homoeopathic Product lozenges. As no replacement stock is available, you will be provided with a credit.

For further information please call Key Sun Customer Service on **+61 2 9999 2525** or contact productrecall@keysun.com.au.

Key-Sun Laboratories sincerely regrets any inconvenience caused to your organisation.

Teresa Eastwood



Recall Coordinator