

## Black Hawk - Voluntary Recall of 9 Batches for Product Manufactured Between August and November 2019

The quality of our products and the health of pets is paramount. As part of our ongoing quality control processes, we have discovered an issue with specific batches of Black Hawk that were manufactured last year, resulting in mould developing in some batches of our products.

Our supply partner has informed us that during their manufacturing process there have been non-conforming products that are out of our manufacturing specifications. This breakdown in process allowed for a higher than normal moisture level to be present in the final kibble and after the product has been packaged this has allowed mould to develop in some bags.

We have identified the batches that have been affected and can confirm that it impacts the products and best before dates listed on the following page.

We have made the decision to VOLUNTARILY AND IMMEDIATELY RECALL all the listed products from the market to ensure that we can deliver on the quality expectations of our Black Hawk customers and their pets.

Required actions;

1. If your product matches the disclosed best before dates, stop feeding it to your pet immediately.
2. Return the product to your place of purchase, where your retailer will provide you with a replacement bag of food.

If your dog has consumed product from these batches, it is likely that they will not be impacted. However, should your dog show any signs of illness such as diarrhoea or vomiting, we recommend you contact your vet and notify us through our customer service team.

To date we have had no reports of illness in any animals and if product is affected the mould is obvious to consumers and pet parents. If you have any further questions or concerns, please contact us by phone on 1300 654 279 or via email [customer.service@masterpet.com.au](mailto:customer.service@masterpet.com.au) you can also visit our website where you will find further details at [www.blackhawkpetcare.com.au](http://www.blackhawkpetcare.com.au)

We thank you for your support and understanding.

Kind regards,



Grant Viney

Executive General Manager

Product	Best Before Date
BH311 Black Hawk Adult Chicken and Rice 3kg	BB 03/02/2021
	BB 04/02/2021
	BB 05/02/2021
	BB 06/02/2021
	BB 17/02/2021
	BB 17/04/2021
	BB 18/05/2021
BH102 Black Hawk Adult Chicken and Rice 10kg	BB 02/02/2021
	BB 03/02/2021
	BB 04/02/2021
	BB 05/02/2021
	BB 06/02/2021
	BB 17/2/2021
	BB 18/2/2021
	BB 19/2/2021
	BB 20/2/2021
	BB 14/04/2021
	BB 15/04/2021
	BB 16/04/2021
	BB 18/05/2021
BB 19/05/2021	
BH204 Black Hawk Adult Chicken and Rice 20kg	BB 02/02/2021
	BB 03/02/2021
	BB 04/02/2021
	BB 05/02/2021
	BB 06/02/2021
	BB 17/2/2021
	BB 18/2/2021
	BB 19/2/2021
	BB 20/2/2021
	BB 21/2/2021
	BB 14/04/2021
	BB 15/04/2021
	BB 16/04/2021
	BB 17/04/2021
	BB 16/05/2021
	BB 17/05/2021
	BB 18/05/2021
BB 19/05/2021	
BH310 Black Hawk Adult Lamb and Rice 3kg	BB 10/04/2021
BH101 Black Hawk Adult Lamb and Rice 10kg	BB 05/04/2021
	BB 06/04/2021
	BB 07/04/2021
	BB 08/04/2021
	BB 09/04/2021
	BB 10/04/2021
	BB 11/04/2021
BH205 Black Hawk Adult Lamb and Rice 20kg	BB 04/04/2021
	BB 05/04/2021
Black Hawk Adult Large Breed Chicken and Rice 20kg	BB 03/03/2021
	BB 04/03/2021
	BB 01/04/2021
	BB 26/04/2021
	BB 27/04/2021
	BB 28/04/2021
	BB 23/05/2021
	BB 24/05/2021
BB 25/05/2021	
Black Hawk Puppy Large Breed Chicken and Rice 20kg	BB 13/02/2021
	BB 14/02/2021
	BB 15/02/2021