

Letter to wholesalers directly supplied

**Pfizer AG**

Schärenmoosstrasse 99  
Postfach  
8052 Zürich  
Schweiz

Telefon +41 43 495 71 11  
Fax +41 43 495 72 80

Zürich, May 13, 2019

**IMPORTANT COMMUNICATION**  
**Batch Recall ThermaCare® Lower Back & Hip Heatwraps**

Product Name	Lot Number	Expiry Date	Pharmacode	Configuration
ThermaCare® Lower Back & Hip Heatwraps	S00639	31.10.2019	4674899	4

Dear Sir or Madam

Pfizer is initiating a voluntarily wholesale level recall of ThermaCare® Lower back and hip Heatwraps, lot S00639, distributed in Swtzerland from February 2, 2017 to March 16, 2017.

We cannot ensure that the affected batch does not contain heatwraps with heat cells reaching a higher temperature than specified.

The use of heat cell wrap with increased temperatures poses a potential risk of skin injuries such as burns/blisters and/or skin irritation on the wrap-applied area. The product label recommends that the consumer stop use or wear a layer of clothing if the product feels too hot in order to prevent burns.

These label instructions are intended to mitigate risk of serious events. The potential risk to a consumer arising from this issue is considered to be low.

Our records indicate that you have received shipment of the affected lot between February 2, 2017 to March 16, 2017. Please check your stock immediately. If you have any unit of the affected lot in your inventory, please stop distribution immediately and promptly return it to our distribution company with the address indicated below. You will receive credit from Pfizer Consumer Healthcare for the affected lot number.

**Alloga AG, Retourenabteilung, Buchmattstrasse 10, 3400 Burgdorf**

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This recall is being conducted with the knowledge of Swissmedic. We appreciate your immediate attention and cooperation, and sincerely regret any inconvenience this action may cause you. If you have any questions regarding the product, please contact the Pfizer Consumer Healthcare Customer Service (Tel.Nr.: +41 43 495 77 78, Fax: +49 30 550054 52427).

Sincerely

Pfizer AG

**Philipp Freisfeld**  
Geschäftsführer (DACH)  
Pfizer Consumer Healthcare GmbH

**Stefan Bercz**  
Vertriebsleiter (DACH)  
Pfizer Consumer Healthcare GmbH