

URGENT - PRODUCT RECALL

Certain chaffing fuels with the Trade Mark “Thermoglow” pose a potential safety hazard

August 2, 2018

Dear Valued Trade Partner:

Neo-Image Candlelight Limited, in cooperation with Health Canada, is conducting a voluntary recall of:

1. Thermoglow Stem Wick- 2Hr Stem Wick Chafing Fuel.
2. Thermoglow Stem Wick- 4Hr Stem Wick Chafing Fuel
3. Thermoglow Methanol Gel- 2.5Hr Methanol Gel Chafing Fuel.

This decision was made following the recent discovery that the label on the product may be missing safety handling information, posing a potential safety hazard.

We are seeking your cooperation and assistance in locating consumers who may have purchased the affected products listed above.

This recall involves chafing fuel that was manufactured by an external supplier from June 2014 through July 2018 and sold in Canada.

The products involved are item units within the specified Lot number range as shown in the table at the end of this letter.

We would ask that you immediately suspend sales of the chafing fuel products in question and check your stocks, no later than the end of day August 8, 2018, to ascertain whether you have any of the affected units.

Chaffing fuel produced within the affected lot number range (please refer to the product label/lot number guide below) should be returned to Neo-Image Candlelight Limited through your normal return process as soon as possible.

If you have distributed the chaffing fuel items to additional trade partners, please forward the details of this recall along immediately so they can also stop the sale and return products in a timely fashion.

Please access the following website for more information:

www.neo-image.com For more details call Neo-Image Candlelight Limited at 1-800-375-8023 or contact your account manager.

We apologize for any inconvenience this may cause and appreciate your assistance in locating the consumers of affected products.

Please be aware that Health Canada may monitor this recall for compliance.

Thank you for your cooperation in this important matter.

Sincerely,
Neo-Image Candlelight Limited.



Thermoglow Stem Wick- 2Hr Stem Wick Chaffing Fuel.	Thermoglow Stem Wick- 4Hr Stem Wick Chaffing Fuel.	Thermoglow Methanol Gel- 2.5Hr Methanol Gel Chaffing Fuel.
Part # 00622	Part # 00624	Part # 00872
Upc 0699980062275	Upc 069998006241	Upc 069998008726
Lot # 7000005622, 7000006151	Lot # 7000005488, 7000005522, 7000005814, 7000005867, 7000005903, 7000005904, 7000006151, 7000006189, 7000006304, 7000006344, 7000006382, 7000006523, 7000006612, 7000006613, 7000006614, 7000006815, 7000006842, 7000006868, 7000006998	Lot# 7000005488, 7000005522, 7000005576, 7000005591, 7000005622, 7000005648, 7000005685, 7000005747, 7000005758, 7000005814, 7000005867, 7000005903, 7000005904, 7000005957, 7000005958, 7000006091, 7000006136, 7000006151, 7000006189, 7000006304, 7000006343, 7000006344, 7000006382, 7000006427, 7000006523, 7000006612, 7000006613, 7000006614



Lot # location

Find associated lot numbers of affected product on the topside of the product as shown in the image on the left.