

# KITCHENAID CERAMIC KNIVES WITH SHEATHS 4PC SET, ITEM#987540

02 December 2014 - Withdrawals

## PRODUCT WITHDRAWAL NOTIFICATION KITCHENAID CERAMIC KNIVES WITH SHEATHS 4PC SET, ITEM#987540

Dear Valued Member,

Our records indicate that you recently made a purchase of the KITCHENAID CERAMIC KNIVES WITH SHEATHS 4PC SET.

Please be advised that this product is being voluntarily withdrawn by Costco Wholesale Australia Pty Ltd, due to a potential safety issue.

There have been no reports of anyone being injured. The voluntary withdrawal is a precautionary measure as there can be no compromise when it comes to product quality or the health and safety of our members. In keeping with this action, we ask that you please return the product to your nearest Costco store for a full refund.

More information on this withdrawal can be accessed via Costco Australia's website  
<http://www.costco.com.au/Recalls>

Thank you for shopping with us and we sincerely apologize for any inconvenience caused.

Yours sincerely

Rick Woods  
General Merchandise Manager  
Costco Wholesale Australia

# EUROW NEATTRAX MAT

01 November 2014 - Product Alerts

[Download the Eurow Neattrax Mat - Recommended Washing Instruction.](#)

[Click here](#)

# GOLDEN CIRCLE SLICED BEETROOT 6X450G

19 October 2014 - Recalls

Costco Wholesale Australia wishes to advise that Golden Circle Sliced Beetroot 6x450g (Item No 29892), marked with a batch code of WO0544, is being recalled nationally by the manufacturer HJ Heinz Company Australia Limited, due to the potential for microbial growth in the nominated batch.

Consumers should not consume this batch. Anyone concerned about their health should seek medical advice.

In keeping with this action, should you have any product captured by this recall, please visit the membership counter next time you shop with us to receive a full refund on this item.

For more information relating to this recall you can access the FSANZ website: [FSANZ website](#)  
[Golden Circle Beetroot Recall](#)

Or alternatively, contact the manufacturer HJ Heinz Company Australia Limited directly on 1800 500 738

Thank you for shopping with us and we sincerely apologise for any inconvenience.

# SANUS SIMPLICITY SLF5/ COSTCO ITEM #771290 TELEVISION WALL MOUNT

03 October 2014 - Product Alerts

## IMPORTANT PRODUCT SAFETY ANNOUNCEMENT ACTION REQUIRED

October 3, 2014

Dear Costco Member,

This correspondence is to inform you of a voluntary ac for the SANUS Simplicity SLF5/ Costco item #771290 television wall mount sold by Costco between August 10, 2013 and September 4, 2014.

### Background

Milestone AV Technologies, maker of the SANUS Simplicity SLF5/771290, has alerted Costco of an intermittent manufacturing defect with the product. A limited number of SLF5/771290 wall mounts have demonstrated the ability for the nut at the end of the TV extension arm to loosen. If this event happens, it may cause the TV to detach from the mount arm and fall in extreme cases.

Costco's records indicate that you have purchased one or more of this item.

### ACTION REQUIRED

Milestone AV Technologies has arranged an approved remedy with the relevant government agencies and will be sending you a final set of instructions and safety kit during the month of October. The remedy will involve an easy update to your SLF5/ # 771290 TV Mount.

Please contact Milestone customer service at (07) 3276 1355 with your new address, if you:

- Believe your address on record with Costco has since changed.
- Have not received the safety kit by 31st of October 2014.

If you are no longer in possession of the SLF5 wall mount and therefore do not require a safety kit, please feel free to contact Milestone to cancel this package.

From now until the approved safety kit remedy is sent to you we ask that you follow the instructions provided on page 2.

If at any point you have any questions or feel uncomfortable about this procedure, please contact Milestone customer service at (07) 3276 1355.

If for any reason you do not want to follow these steps, feel free to return your TV mount to Costco for a full refund.

# SANUS SIMPLICITY SLF5 37"-80" TV WALL MOUNT

01 October 2014 - Recalls

Costco Wholesale Australia wishes to alert its members that Milestone AV Technologies has issued an alert for the **SANUS Simplicity SLF5 TV Wall Mount (Costco item #771290)** which was sold at Costco between August 10, 2013 and September 4, 2014.

The alert relates to a possible intermittent manufacturing defect with the product. A limited number of SLF5 wall mounts have demonstrated the ability for the nut at the end of the TV extension arm to loosen. If this event happens, it may cause the TV to detach from the mount arm and fall in extreme cases.

Consumers who have purchased the SANUS Simplicity TV Wall Mount are advised to take the following corrective action as per the letter issued by the Manufacturer: [Milestone Initial Instructions.pdf](#)

For more information relating to this action you can contact Milestone customer service at (07) 3276 1355 or Costco Wholesale Australia.

Thank you for shopping with us and we sincerely apologise for any inconvenience.

# EXPIRED COLGATE TOTAL 3 PACLK

01 October 2014 - Product Alerts

Dear Costco Member

Although there is no safety concern, Costco Wholesale invites members who have purchased Colgate Total Original Toothpaste 220g 3 pack (as pictured) after 28th August 2014, with a batch number of B61223 and expiry date of 07/2014 (printed on container end), to return the product to their nearest Costco Wholesale or contact Colgate-Palmolive on 1800 802 307 or at [www.colgate.com.au/app/Colgate/AU/Corp/ContactUs/ConsumerAffairs.cvsp](http://www.colgate.com.au/app/Colgate/AU/Corp/ContactUs/ConsumerAffairs.cvsp) to receive a product replacement or refund of the purchase price for this item.

No other batch of Colgate Total Original Toothpaste is affected by this notice and we would like to reassure our valued members that although the product you have purchased has passed its expiry date, it is safe for use. We apologise for any inconvenience this occurrence may have caused.

Regards,

Colgate – Palmolive PTY LTD

# COLGATE TOTAL ORIGINAL TOOTHPASTE 220G 3 PACK

25 September 2014 - Recalls

Although there is no safety concern, Costco Wholesale invites members who have purchased **Colgate Total Original Toothpaste 220g 3 pack** (as pictured) at Costco Warehouse – **Auburn, Canberra and Ringwood** only, after **28th August 2014**, with a batch number of B61223 and expiry date of 07/2014 (printed on container end), to return the product to their nearest Costco Wholesale or contact Colgate-Palmolive on 1800 802 307 or at [www.colgate.com.au/app/Colgate/AU/Corp/ContactUs/ConsumerAffairs.cvsp](http://www.colgate.com.au/app/Colgate/AU/Corp/ContactUs/ConsumerAffairs.cvsp) to receive a product replacement or refund of the purchase price for this item.

No other batch of Colgate Total Original Toothpaste is affected by this notice and we would like to reassure our valued members that although the product you have purchased has passed its expiry date, it is safe for use.

We apologise for any inconvenience this occurrence may have caused.





# ELECTRIC HOT PACK- THE SKYLA ANIMAL PACKS & RED PACKS WITH FREE CORD ONLY

01 September 2014 - Recalls

Costco Wholesale Australia wishes to advise that Havenhall Pty Ltd has issued a national recall on the following SKYLA Electric Hot Pack items with a free cord,

Animal Packs & Red Packs

These SKYLA Animal Packs & Red Packs were sold at Costco from May 2013 through to November 2013.

## **What to do:**

Consumers have been advised to immediately stop using their Electric Hot Pack and to take affected models only, back to any Costco Wholesale location for a full refund.

A copy of the recall notice can be found here: [Recalls Website](#)

For more information relating to this recall, please see the additional communication provided by Havenhall Pty Ltd, [Havenhall Pty Ltd, SKYLA ELECTRIC HOT PACK RECALL NOTICE](#) [COSTCO](#) or alternatively contact Havenhall Pty Ltd directly on 1300 768 868 or [info@havenhall.com.au](mailto:info@havenhall.com.au)

Thank you for shopping with us and we sincerely apologise for any inconvenience.

# HP NOTEBOOK PC AC POWER CORD SAFETY RECALL AND REPLACEMENT PROGRAM

01 August 2014 - Recalls

Costco Wholesale Australia wishes to advise that Hewlett Packard (HP) has issued a worldwide recall and replacement program for **certain AC power cords used with AC adapters** shipped with HP and Compaq notebook and mini notebook computers, as well as with AC adapters provided with accessories such as docking stations.

These AC power cords were shipped with products and accessories sold from September 2010 through June 2012.

HP Australia have provided the following information detailing the particulars of this Recall and the process customers are to follow in order to have their power cord replaced.

A copy of the HP recall notice can be found here: [HP Power Cord Recall Poster](#)

For more information relating to this recall, please read the additional communication provided by HP, [HP Power Cord Recall Customer Letter](#) or alternatively contact HP directly on 1300 721 147 or +61 2 8405 8654, Monday – Saturday 10am - 9pm EST.

Thank you for shopping with us and we sincerely apologise for any inconvenience.

# SPANISH DOUGHNUTS, FLAVOURED CHURROS 900G, 12PK

01 July 2014 - Recalls

Costco Wholesale Australia wishes to advise that **all date codes of Spanish Doughnuts, Flavoured Churros 900g, 12pk (22859)**, pictured below, are being recalled nationally by the manufacturer Spanish Doughnuts, due to the presence of undeclared wheat (gluten).



Consumers with a sensitivity or allergy to wheat and/or gluten should not consume this product. If you do not suffer from a wheat and/or gluten intolerance or allergy, product is safe to consume.

In keeping with this action, should you have any product captured by this recall, please visit the membership counter next time you shop to receive a full refund on this item.

For more information relating to this recall you can access the [FSANZ website](#) or contact the manufacturer Spanish Doughnuts on 03 9333-5453

Thank you for shopping with us and we sincerely apologise for any inconvenience.

# CADBURY DAIRY MILK VARIETY PACK 20 BARS

01 July 2014 - Recalls

Costco Wholesale Australia wishes to advise that **CADBURY DAIRY MILK VARIETY PACK 20 BARS (item no. 25180)**, with a **Best Before date of 25/02/15** pictured below, is being recalled nationally by **Mondelez**, due to foreign matter contamination (small plastic pieces).

In keeping with this action, should you have any product captured by this recall, please visit the membership counter the next time you shop to receive a full refund on this item.

For more information relating to this recall you can access the [FSANZ website](#) or contact the manufacturer, Mondelez Australia Pty Ltd on 1800 034 241 or via their website at [Mondelez website](#)

Thank you for shopping with us and we sincerely apologise for any inconvenience.

Outer Retail Pack



Inner Chocolate Bar



# MAMA CHOW BEEF BULGOGI GYOZA 1KG

01 June 2014 - Recalls

Costco Wholesale Australia wishes to advise that **MAMA CHOW BEEF BULGOGI GYOZA 1kg** with **Use By Date of 12/05/15** is being recalled nationally by the Simply Fresh Food Company due to the possible presence of a foreign object (White Opaque Plastic).

Consumers should not eat this product.

In keeping with this action, should you have any product captured by this recall, please visit the membership counter next time you shop to receive a full refund on this item.

For more information relating to this recall you can access the [FSANZ website](#) or contact the Simply Fresh Food Company on their consumer information line 03 94623766

Thank you for shopping with us and we sincerely apologise for any inconvenience.

# DYSON AM04 HOT AND COOL FAN HEATER OR DYSON AM05 HOT AND COOL FAN HEATER

25 March 2014 - Recalls

Costco advises that **Dyson AM04 Hot and Cool Fan Heater or Dyson AM05 Hot and Cool Fan Heater** manufactured by Dyson Australia has recently discovered a possibility of a short circuit on the Dyson Hot and Cool Fan Heater (**model# AM04 and AM05**), and has decided to issue a voluntary recall. **Globally, there have been no reported instances of injury or external damage.** As a precautionary measure, please stop using your fan or heater and unplug it.

Dyson will have your AM04 or AM05 Hot and Cool Fan Heater fixed, serviced, cleaned and returned free of charge. Dyson will send you a box for you to pack your machine, along with drop off instructions using return address details that will be supplied. A new two year parts and labour guarantee will be issued.

## **What else to do:**

1. Please visit [Dyson Recall](#) and as a secondary measure queries can be directed to Dysons dedicated hotline, **1800-500-499**. The call centre will be open from 8am - 8pm Monday to Friday (AEST) and 10am - 6pm (AEST) on the weekend.
2. Alternatively, you are also entitled to a full refund by returning your machine to the nearest Costco.

Costco apologizes for any inconvenience this may have caused.

# KIRKLAND SIGNATURE SIZE 10 HEARING AID BATTERY ITEM #704131

14 March 2014 - Withdrawals

Dear Costco Member,

Costco Australia records indicate that you have purchased a Kirkland Signature size 10 hearing aid battery item #704131 which is manufactured by Rayovac. Certain quantities of these batteries have not performed as specified.

If you have experienced any issues, please return your batteries to your local Costco for a full refund.

Improvements have been made and the batteries are now performing as specified.

We apologize for any inconvenience caused.

Sincerely,

Rick Woods

General Manager Merchandise

# PADDLE SAFE BROCHURE

01 March 2014 - Product Alerts

[Download the Eurow Neattrax Mat - Recommended Washing Instruction.](#)

[Click here](#)