

Holding Statement (Website/reactive media)

Product recall of individual SCHOCK kitchen mixer taps from the ALTOS, CONOS, CONOS PRO and LAIOS product ranges.

SCHOCK, a manufacturer of high-quality sinks, mixer taps and accessories, is issuing a product recall of individual models of its mixer tap series SCHOCK ALTOS, CONOS, CONOS PRO and LAIOS. During quality tests, the germ *Pseudomonas aeruginosa* was detected in individual products. The germ can cause **health risks** for individual users.

Important: Only products from the ALTOS, CONOS, CONOS PRO and LAIOS series manufactured between April and August 2025 are affected by the recall.

Item no.	Color	Model	Brand
529000EDM	Stainless steel matt	ALTOS FA	SCHOCK
529000PUR	84 Puro	ALTOS FA	SCHOCK
529003EDM	Stainless steel matt	ALTOS ND FA	SCHOCK
530000EDM	Stainless steel matt	ALTOS S FA	SCHOCK
530000PUR	Puro	ALTOS S FA	SCHOCK
529005EDM	Stainless steel matt	ALTOS W FA	SCHOCK
529120EDM	Stainless steel matt	ALTOS SA	SCHOCK
529120PUR	Puro	ALTOS SA	SCHOCK
529123EDM	Stainless steel matt	ALTOS ND SA	SCHOCK
530120EDM	Stainless steel matt	ALTOS S SA	SCHOCK
530120PUR	Puro	ALTOS S SA	SCHOCK
529125EDM	Matt stainless steel	ALTOS W SA	SCHOCK
528000EDM	Stainless steel matt	CONOS FA	SCHOCK
528120EDM	Stainless steel matt	CONOS SA	SCHOCK
528006EDM	Stainless steel matt	CONOS Pro FA & SB	SCHOCK
517000BRO	bronze	LAIOS FA	SCHOCK
517000EDM	Stainless steel matt	LAIOS FA	SCHOCK
517000MAG	magma	LAIOS FA	SCHOCK
517000PUR	Puro	LAIOS FA	SCHOCK
517120BRO	bronze	LAIOS SA	SCHOCK

517120EDM	Stainless steel matt	LAIOS SA	SCHOCK
517120MAG	magma	LAIOS SA	SCHOCK
517120POL	Polaris	LAIOS SA	SCHOCK
517120PUR	Puro	LAIOS SA	SCHOCK
517120WGO	White Gold	LAIOS SA	SCHOCK
517005EDM	Stainless steel matt	LAIOS W FA	SCHOCK
517125EDM	Stainless steel matt	LAIOS W SA	SCHOCK

The article numbers and date of manufacture for the affected items can be found on the hose label, which is labeled as follows: Article number, year, month of manufacture.

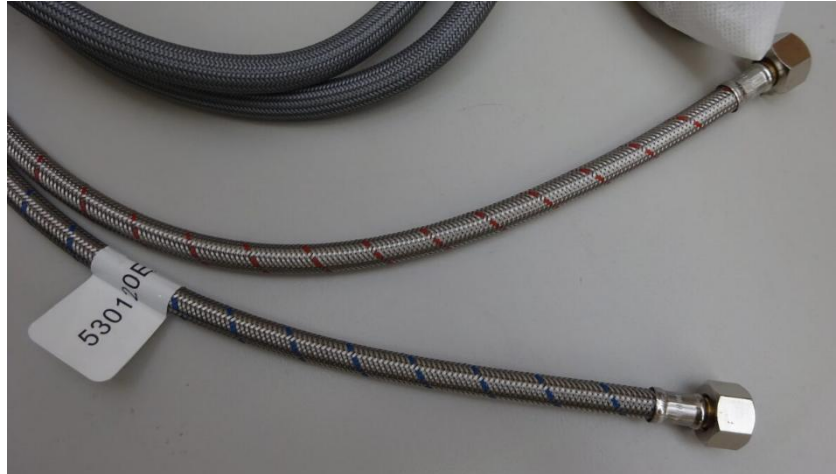
Batches with production date April-August 2025 are affected and are labeled as follows on the tube label

Art.no.+YYMM

Examples of this are

517005EDM2504

517125EDM2505



ALTOS



CONOS



CONOS PRO



LAIOS

Other items of this model and other products in SCHOCK's range are not affected by the incident.

Important: Affected customers are asked to boil the water from the models mentioned until it is replaced and not to use it as drinking water under any circumstances. Please contact your dealer or kitchen studio immediately for a free replacement.

Safety and quality are top priorities at SCHOCK. We have therefore immediately initiated all necessary measures to recall the affected products as part of our quality assurance process. As the taps were mainly sold via specialist retailers, they will be informed separately and asked to inform their customers accordingly.

For further information on the recall, please call the dedicated hotline 09921/600-318 from Monday to Thursday between 8.00 am and 5.00 pm and Friday between 8.00 a.m. and 3.00 p.m. on weekdays or contact us by e-mail at rueckruf@schock.de (national) and safety@schock.de (international). Information on the recall can also be found at: www.schock.de/rueckruf (national) www.schock.de/safety (international).

We are aware that the recall will cause you inconvenience. We regret this and would like to thank you for your understanding and cooperation.

Thank you for your understanding

SCHOCK Quality Management