

Letter to the end consumer

Subject: Important information - product recall of individual SCHOCK kitchen mixer taps

Dear customers,

Our supplier SCHOCK, a manufacturer of high-quality sinks and distributor of mixer taps and accessories, is currently informing you of a **product recall** of individual mixer taps from the ALTOS, CONOS, CONOS PRO and LAIOS series. During quality tests, the germ *Pseudomonas aeruginosa* was detected, which can cause health risks in individual cases.

Only products from the above-mentioned series manufactured between April and August 2025 are affected.

How can I check whether my product is affected?

If you use a SCHOCK brand product, please check whether your mixer tap is affected by the recall. You will find the relevant article numbers and manufacturing data on the label of one of the connection hoses of your mixer tap.

- Please check the attached document to see whether your mixer tap is affected, i.e., if it was manufactured between April 2025 and August 2025.
- If you have any questions about the inspection, please contact us directly at any time or contact the manufacturer SCHOCK via the channels below.
- Only applies to affected products: Until the affected tap has been replaced, do not use the water from the affected taps as drinking water. The water must be boiled as a precaution. Please contact us as your specialist dealer immediately to arrange the free replacement.
- For further queries, SCHOCK has set up a service hotline for :
Phone 09921 / 600-318 (Mon-Thu 8:00-17:00, Fri 8:00-15:00)
E-mail: rueckruf@schock.de
Further information can be found at www.schock.de/rueckruf

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

If you have any questions, please do not hesitate to contact us.

Yours sincerely

Your [name of the kitchen studio/furniture store]

- Customer service –

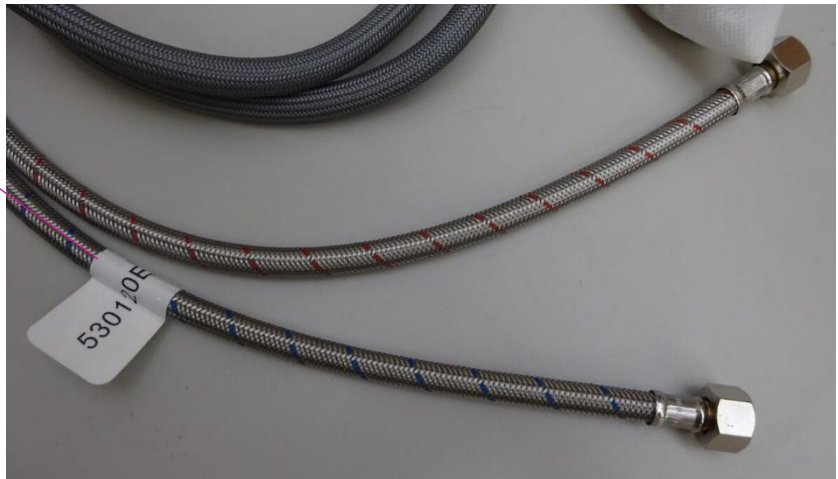
Attachment:

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