

RECALL OF ZEP COMMERCIAL “INDUSTRIAL PURPLE CLEANER & DEGREASER,” AND “HEAVY DUTY FLOOR STRIPPER”

FREQUENTLY ASKED QUESTIONS

Q. Why are you recalling the 5-Gallon Zep Industrial Purple Cleaner & Degreaser and the Zep Heavy Duty Floor Stripper?

A. Not all pails of this product are being recalled. We are recalling certain batch codes of the product in cooperation with the U.S. Consumer Product Safety Commission. These batch codes were packaged in a pail, made by a third-party provider, that is prone to unexpected cracking in its base. We do not want our customers to be unexpectedly exposed to the product because of a crack in the pail.

Q. How do I know if my pail is covered by the recall?

A. You must look at the batch code, which is printed on a sticker on the side of the pail. The batch code is a 7-digit number that begins with a “1”.

Q. My batch code number is _____. Is my pail subject to the recall?

A. Batch codes affected by the recall are as follows:

Industrial Purple Cleaner & Degreaser (HD08565G),

Batch Codes: 1607501, 1607601, 1608001, 1608101, 1608201, 1608601, 1608701, 1609001, 1609101, 1609401, 1609601, 1610101, and 1610301.

Heavy Duty Floor Stripper (HD10715G), Batch Codes:

1607401, 1607601, 1608101, 1608201, 1608301, 1608801, 1609001, 1609701, 1610001, and 1610201.

Q. What must I do to take advantage of the recall?

A. You must go to www.zeprecall.com and take the easy recall steps explained there. Once you have registered, a replacement pail with pouring instructions will be sent to you at no charge.

Q. I don't have access to a computer.

A. Our toll-free recall number is 1-888-591-5053.

Q. My pail is within the batch code range and is already leaking. What should I do?

A. Set the pail inside of another 5-gallon pail or a large plastic bag. Then pour the remainder of the contents into a new container and label the container with the name of the product. Use gloves and eye protection when handling the product. Clean any spilled material by absorbing it onto a solid absorbent like “kitty litter” or Zep O Sorb and sweep up and discard any absorbent into a solid waste container. Rinse the affected area with clean water until no residue remains.

Q. My pail is within the batch code, but shows no signs of leaking. Do I have to participate in the recall?

A. The recall is for *all* pails in that batch code. You should register at www.zeprecall.com and take advantage of the free replacement pail. Although your pail is not now leaking, a leak could develop.

Q. My pail is not within the affected batch codes, but it is leaking. Can I participate in the recall?

A. Yes, you may. You should register for the recall at www.zeprecall.com. When you provide the batch code for the product that you purchased, in an E-mail, addressed to zeprecall@acuitysp.com, please indicate *clearly* that the product is not within the batch code ranges covered by the recall.

Q. Is there something dangerous about Zep Industrial Purple Cleaner & Degreaser? Zep Heavy Duty Floor Stripper?

A. No. These products are safe if used as directed. We are conducting the recall because if the 5-gallon pail in which they are packaged cracks, consumers could come into contact with the product unexpectedly. This could occur at a time when they are not taking the precautions that Zep recommends.

Q. How long will it take for me to receive the replacement pail?

A. We estimate that from the time we receive your registration, it will take approximately 7-10 days for you to receive your pail, although delivery times may vary depending upon where you live.

Q. I have Zep Industrial Purple Cleaner & Degreaser/Zep Heavy Duty Floor Stripper in a different container -- not the 5-gallon size. Can I take advantage of this recall?

A. No. The packaging for your product is fine and you do not need to participate in this recall.

Q. I don't want to register and wait for a replacement pail. Can I take my product back to the Home Depot store where I bought it?

A. No. The only way to get the replacement pail is to participate in the recall at www.zeprecall.com or call toll free 1-888-591.5053.

Q. I just bought a 5-gallon pail of Zep Industrial Purple Cleaner & Degreaser/Zep Heavy Duty Floor Stripper at Home Depot. Are you telling me that I now have to go through this recall?

A. You should check the batch code on your pail, but if you bought your pail from Home Depot after April 20, 2006, it is very unlikely that it is affected by the recall. Zep and Home Depot already have worked together to remove affected pails from Home Depot's shelves.

Q. I don't have very much of the product left in my pail. Can't I just throw it away, rather than waiting for a new pail?

A. You are free to do so. Be sure to follow the waste disposal rules of your area when discarding any product.

Q. I want a full refund of the purchase price, not a new pail.

A. We are not offering a full refund in this recall program. Our objective from a safety standpoint is to make sure that the product is kept in a safe container, and the recall will achieve that objective.

Q. Have people been hurt by product unexpectedly splashing on them from a crack in the pail?

A. We have not received any injury complaints from consumers who purchased the affected pails.

Q. I saw that you have received only three reports of leaking pails within the range of recalled products. If the risk is so low, why are you conducting this recall?

A. Consumer safety and satisfaction are our top priority. Even though the chance of a crack occurring is very small, this action is consistent with our company's values.