

Notification Detail

Recall (Consumer Level) - Chelsea Raw Sugar 500g & 1.2kg & 4kg

Notification Information

Document ID	9421000007003
Notification ID	12551.0000.00
Go Live Date	04/11/2021 21:48
Product Type	Consumer Goods
Classification	Recall (Consumer Level)
Is notification to regulator required?	Yes
Primary Reason	Safety: Product safety hazard or potential product safety hazard identified
Additional Information Regarding Reason for Notification	Due to higher than usual levels of lead.

Product Summary Table

Product Name	Identifier	Packaging Level	Pack Size	Tracking Code Type	Page	Count
Chelsea Raw Sugar 1.2kg	9415272635705	Base Unit/Each	1.2 Kilograms	Batch Number 21271-21286	2	
	19415272635702	Case		Not Applicable - no tracking code		
Chelsea Raw Sugar 500g	9415272120041	Base Unit/Each	500 Grams	Batch Number 21281-21303	5	
	19415272120048	Case				
Chelsea Raw Sugar 4kg	9415272120072	Base Unit/Each	4 Kilograms	Batch Number 21280	8	
	19415272120079	Case		Batch Number 21280		
	19415272120079	Case		Batch Number		

Product Name: Chelsea Raw Sugar 1.2kg

Packaging Level	Base Unit/Each
Product GTIN	9415272635705

Product Details

Product Name	Chelsea Raw Sugar 1.2kg
Brand	Chelsea
Is this a variable/random measure item?	No
Size (Net Contents)	1.2
Unit of Measure	Kilograms
Packaging Material and Type	PAPER_PAPER

Product Image

TN_9415272635705.jpg



Tracking Codes

Tracking Code Type	Batch Number
Tracking Code	21271-21286
Location on Package	top of pack

Other Packaging Levels

Packaging Level	Case
Packaging GTIN	19415272635702
Is this level sold to consumers?	Yes
Number of base units	10
Size and Unit of Measure	10 x Chelsea Raw Sugar 1.2kg
Tracking Code Type	Not Applicable - no tracking code
Tracking Code	
Location on Package	

Distribution Details

Quantity of Stock Distributed	9280
Quantity Unit of Measure	Case(s)
Distribution Area	Both North Island and South Island
Distribution Start Date	15/10/2021
Distribution End Date	28/10/2021

Ministry of Business Innovation & Employment

Product Name	Chelsea Raw Sugar 1.2kg
Primary Product Type	Consumer Goods
Quantity of Stock Distributed	9280
Distribution Start Date	15/10/2021
Distribution End Date	28/10/2021

Tracking Codes

Tracking Code Type	Batch Number
Tracking Code	21271-21286
Location on Package	top of pack

Product Image

TN_9415272635705.jpg



Additional Information

FOODSTUFFS NORTH ISLAND LIMITED

Has the affected product gone through a Foodstuffs warehouse? Yes

FOODSTUFFS SOUTH ISLAND LIMITED

Has the affected product gone through a Foodstuffs warehouse? Yes

COUNTDOWN AND FRESHCHOICE/SUPERVALUE

Product ID

717042

Product Name: Chelsea Raw Sugar 500g

Packaging Level	Base Unit/Each
Product GTIN	9415272120041

Alternate Identifiers

Type	Identifier
Internal Code	52004

Product Details

Product Name	Chelsea Raw Sugar 500g
Brand	Chelsea
Is this a variable/random measure item?	No
Size (Net Contents)	500
Unit of Measure	Grams
Packaging Material and Type	PLASTIC_OTHER

Product Image

TN_9415272120041.jpg



Tracking Codes

Tracking Code Type	Batch Number
Tracking Code	21281-21303
Location on Package	back of bag

Other Packaging Levels

Packaging Level	Case
Packaging GTIN	19415272120048
Is this level sold to consumers?	Yes
Number of base units	20
Size and Unit of Measure	20 x Chelsea Raw Sugar 500g
Tracking Code Type	

Tracking Code

Location on Package

Distribution Details

Quantity of Stock Distributed	3563
Quantity Unit of Measure	Case(s)
Distribution Area	Both North Island and South Island
Distribution Start Date	11/10/2021
Distribution End Date	02/11/2021

Ministry of Business Innovation & Employment

Product Name	Chelsea Raw Sugar 500g
Primary Product Type	Consumer Goods
Quantity of Stock Distributed	3563
Distribution Start Date	11/10/2021
Distribution End Date	02/11/2021

Tracking Codes

Tracking Code Type	Batch Number
Tracking Code	21281-21303
Location on Package	back of bag

Product Image

TN_9415272120041.jpg



Additional Information

FOODSTUFFS NORTH ISLAND LIMITED

Has the affected product gone through a Foodstuffs warehouse? Yes

FOODSTUFFS SOUTH ISLAND LIMITED

Has the affected product gone through a Foodstuffs warehouse? Yes

warehouse?

COUNTDOWN AND FRESHCHOICE/SUPERVALUE

Product ID

266533

Product Name: Chelsea Raw Sugar 4kg

Packaging Level Base Unit/Each

Product GTIN 9415272120072

Alternate Identifiers

Type **Identifier**

Supplier Product Code 52007

Product Details

Product Name Chelsea Raw Sugar 4kg

Brand Chelsea

Is this a variable/random measure item? No

Size (Net Contents) 4

Unit of Measure Kilograms

Packaging Material and Type PLASTIC_OTHER

Product Image

TN_9415272120072.jpg



Tracking Codes

Tracking Code Type Batch Number

Tracking Code 21280

Location on Package back of bag

Other Packaging Levels

Packaging Level Case

Packaging GTIN 19415272120079

Is this level sold to consumers? No

Number of base units 5

Size and Unit of Measure 5 x Chelsea Raw Sugar 4kg

Tracking Code Type Batch Number

Tracking Code	21280
Location on Package	back of bag
Packaging Level	Case
Packaging GTIN	19415272120079
Is this level sold to consumers?	No
Number of base units	5
Size and Unit of Measure	kg
Tracking Code Type	Batch Number

Tracking Code

Location on Package

Distribution Details

Quantity of Stock Distributed	315
Quantity Unit of Measure	Case(s)
Distribution Area	North Island
Distribution Start Date	11/10/2021
Distribution End Date	15/10/2021

Ministry of Business Innovation & Employment

Product Name	Chelsea Raw Sugar 4kg
Primary Product Type	Consumer Goods
Quantity of Stock Distributed	315
Distribution Start Date	11/10/2021
Distribution End Date	15/10/2021

Tracking Codes

Tracking Code Type	Batch Number
Tracking Code	21280
Location on Package	back of bag

Product Image

TN_9415272120072.jpg



Additional Information

FOODSTUFFS NORTH ISLAND LIMITED

Has the affected product gone through a Foodstuffs warehouse? Yes

FOODSTUFFS SOUTH ISLAND LIMITED

Has the affected product gone through a Foodstuffs warehouse? Yes

COUNTDOWN AND FRESHCHOICE/SUPERVALUE

Product ID -1

Instructions

Handling Instructions

Is Special Handling Required?	No
Instructions In Store	Dispose of product at store
Instructions In Warehouse	Return to New Zealand Sugar
Instructions for In-Transit Product	Return to New Zealand Sugar
Instructions for Consumers	Dispose the product

Reimbursement Instructions

Proof Required for Credit	Copy of Invoices
Additional Information	Contact Customer Service 0800 800 617

Organisation

Issuing Company	NEW ZEALAND SUGAR COMPANY LIMITED
Trading Name	Chelsea Sugar
Address	100 Colonial Road, Birkenhead Auckland 0626
Phone	(09) 4810720

Contacts

User	Role(s)	Contact Details
Sandra Fan Quality Assurance Manager	Central Coordinator Customer Services / Sales Info Consumer Hotline Media Other Pickup Reimbursement	Sandra.Fan@nz.wilmar-intl.com 09 481 0835 021726388
Russell Fisher Operations Manager	Central Coordinator Customer Services / Sales Info Consumer Hotline Media Other Pickup Reimbursement	Russell.Fisher@nz.wilmar-intl.com +64 9 481 0868 +64 29 616 6306

MBIE

Product Defects and Supply Chain

Describe the Product Defects	Due to Higher than usual levels of Lead
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Describe the hazard caused by the defects	Raw Material Contamination
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Describe the action required by the Consumer/User	Dispose the product
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Additional Information

FOODSTUFFS NORTH ISLAND LIMITED

If a Foodstuffs Representative has already been contacted about this notification, please include their full name and time of contact.	Mark Casey <Mark.Casey@foodstuffs.co.nz>
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FOODSTUFFS SOUTH ISLAND LIMITED

If a Foodstuffs Representative has already been contacted about this notification, please include their full name and time of contact.	Rachael Don <Rachael.Don@foodstuffs-si.co.nz>
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COUNTDOWN AND FRESHCHOICE/SUPERVALUE

Countdown or Progressive Vendor ID	82242001
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