

Important information for consumers about the voluntary recall of NexGuard® Spectra Chewables for Dogs 2-3.5 kg presented in a 3 pack from Australian retailers.

15 November 2017

Merial advises that it is voluntarily recalling one batch of NexGuard® Spectra Chewables for Dogs 2-3.5 kg presented in a 3 pack from Australian retailers.

At Merial product quality and safety is our number one priority. The company is proactively taking this action in response to the discovery of one pack of NexGuard® Spectra Chewables for Dogs 2-3.5 kg that contained a different blister pack than what was printed on the external packaging. The pack incorrectly contained six chews for dogs 30.1 – 60 kg.

We would like to reassure our customers that we have received no adverse event reports related to this issue. However, as there is a potential safety risk we are instituting a voluntary recall as a precautionary measure in consultation with the APVMA.

The batch details are:

Product name: NexGuard® Spectra Chewables for Dogs 2-3.5 kg
Presentation: 3 pack
Batch: AA1266/17
Expiry Date: 04/2020



Affected Product

Exp 04/2020
Batch# AA1266/17

Affected Product

3 pack NexGuard® Spectra
Chewables for Dogs 2-3.5 kg

Incorrect Dosage

6 pack NexGuard® Spectra
Chewables for Dogs 30.1-60 kg

If you have purchased product that meets the above description, please immediately return it to the retailer from which you purchased it for a replacement pack or refund.

We would like to reassure our customers that no other NexGard Spectra variants, batches or products are affected. Customers with concerns or enquiries are encouraged to call our Customer Care team on 1800 808 691.

Merial is committed to providing high-quality products to our customers and we sincerely regret any inconvenience that this has caused. Our team is currently working to thoroughly investigate this situation.