

Safety Warning Bulletin

June 14, 2005

We have identified that if the #09601-10 dispenser is vandalized, bent or damaged during installation or is subject to excessive forceful treatment during loading or unloading of the tissue product, the stainless steel can become separated from the plastic backing across the front edge of the dispenser.

The exposed stainless steel can pose a hand cutting hazard.

It is recommended that you inspect the #9601 Stainless Coreless Jumbo Roll Tissue dispensers for potential damage by following these instructions:



- Inspect the front cover of the dispenser for damage and determine if the stainless steel cover has separated from the plastic backing across the front edge where the bath tissue is dispensed.
- Stop using the dispenser immediately if separation has occurred.

Damaged dispensers should be replaced. The installation of an optional, no-charge Protective Edge Guard (Part Number #772709) is recommended for all, non-damaged dispensers.

After inspection, customers should contact Kimberly-Clark at 1-888-346-4652 for the no-charge supply of Protective Edge Guard kits for undamaged dispensers and dispenser replacement for damaged dispensers. Please be prepared to provide shipping and quantity information.

Even though this potential hazard is remote and attributable to forceful treatment of the dispenser, Kimberly-Clark is taking this voluntary action to better ensure the safety of users.

Kimberly-Clark regrets any inconvenience to its customers.



Frequently Asked Questions:

Q: What exactly is the issue with the dispenser?

A: K-C has identified under certain isolated conditions of excessively forceful use the stainless steel can become separated from the plastic backing across the front edge of the #9601 Stainless Steel Coreless Jumbo Roll Tissue Dispenser. The exposed stainless steel edge may be sharp enough to cut a user's hand.

Q: When was the dispenser shipped into the market?

A: Kimberly-Clark shipped the subject #9601 Stainless Steel Coreless Jumbo Roll Tissue Dispensers into the market between June 2003 and February 2005 in the U.S. and Canada.

Q: What should I do if I have a few damaged dispensers and the remaining dispensers are fine?

A: Customers should stop using the damaged dispenser immediately and dispose of them if the front stainless steel edge has separated or been pulled away from the plastic backing. We are requesting the customer contact KCP at 1-888-346-4652 immediately for replacement dispensers (for damaged dispensers) and protective edge guards (Part Number #772709) for all other dispensers. Customers should then install the protective edge guard to help prevent any further potential of a hand cutting hazard.

Q: The #9601 Stainless Steel dispensers look very similar to the IN-SIGHT® and WINDOWS® plastic version.

A: This warning does not affect any other KCP dispensers. Further, the plastic IN-SIGHT® and WINDOWS® Coreless Tissue dispensers are very different in construction and material used. We have sold more than 100,000 plastic versions during the past two years and have had no indication of any hand cutting hazard problems.