

## **There is a residue of fine particles in the bottom of the cup when my child has finished drinking the formula. What is this?**

Firstly, we can confirm this is NOT harmful to your child.

The particles you are seeing are normal components of the milk powder that have settled to the bottom over time and do not pose any food safety concerns.

We've had a few people bring this issue to our attention and have consequently conducted extensive product testing.

The residue may appear as a mixture of white, yellow, orange, brown or black fine particles.

## **Does the product still provide my child with the nutrition indicated on the label?**

Yes, the milk has been analysed after decanting from the residue and we have confirmed that that the product continues to meet the nutrient levels indicated on the nutritional information panel.

## **Is this normal?**

Yes, this is normal.

Although the residue that you have noticed is completely safe for your child to consume, this is not the product experience we hope for you to have with any Blackmores product. We are working hard to improve this issue as soon as possible.

## **Is it safe for my child to drink the residue?**

Yes, it is safe to drink. Extensive product testing confirms that these are normal and expected components of the milk and it is safe to consume.

## **Can I talk to someone?**

You can. Blackmores infant nutrition advisor can answer your questions you have about the safety and quality of the product. Please call 1800 808 669 (free call in Australia) or email [infantnutrition@blackmores.com.au](mailto:infantnutrition@blackmores.com.au) with your question or to arrange a call back.