

Kaytee Parsley Flake Recall FAQs

Q: What Kaytee items do this affect?

A: The products affected by the recall are listed below including the following “Best Before” dates:

Product Code/SKU/ Material #	UPC Code	Size	Product Name/Description	Best Before Code (month/day/yr)
100032244	07185940410	2 lb	Kaytee Fiesta Max Canary/Finch	9/28/2013 through 5/7/2014
100032881	07185900431	3.5 oz	Kaytee Honey Treat - Parakeet	12/6/2013 through 5/29/2014
100032922	07185955027	7 oz	Kaytee Honey Treat – Parakeet (Value Pack)	12/4/2013 through 8/2/2014
100032982	07185900434	3.5 oz	Kaytee Honey Treat – Parakeet	12/6/2013 through 8/2/2014
100502615	07185999885	3.5 oz	Kaytee Fiesta Fruit & Veggie Treat – Parakeet	1/15/2014 through 7/24/2014
100502749	07185999855	9.5 oz	Kaytee Fiesta Fruit & Veggie Treat – Parakeet	12/18/2013 through 7/31/2014
100502937	07185994235	3.5 oz	Kaytee Forti-Diet ProHealth Honey Treat – Parakeet	12/5/2013 through 7/17/2014
100502940	07185994236	7 oz	Kaytee Forti-Diet ProHealth Honey Treat – Parakeet (Value Pack)	12/4/2013 through 8/1/2014
100503001	07185994268	4 ct	Kaytee Forti-Diet ProHealth Munchables Shred-A-Box Honey Seed Treats (4 Boxes)	3/7/2014 through 7/30/2014
100503064	07185994264	11 oz	Kaytee Forti-Diet ProHealth Molting & Conditioning – Small Birds	12/25/2013 through 8/5/2014
100503808	07185955027	7 oz	Kaytee Honey Treat – Parakeet (Value Pack)	12/6/2013 through 7/31/2014
100504021	07185994368	2.25 oz	Kaytee Fiesta Nutty Papaya Treat – Parakeet & Cockatiel	12/4/2013 through 6/25/2014
100504029	07185994370	1.5 oz	Kaytee Fiesta Foraging Treat for Pet Birds	1/27/2014 through 5/29/2014
100504971	73725727166	3.2 oz	Grrreat Choice Treat Sticks for Small Birds (2 sticks)	12/13/2013 through 2/4/2014
100504974	73725727165	9.6 oz	Grrreat Choice Treat Sticks for Small Birds (6 sticks)	12/10/2013 through 3/19/2014
100506593	07185994615	1.5 oz	Kaytee Foraging Box O’Fun Treat for Pet Birds	1/28/2014 through 7/30/2014
100510282	07185994708	1 oz	Kaytee Bird Greens Foraging Treat	12/1/2013 through 5/28/2014

Product and product lots that do *not* appear on the list above are not subject to this recall.

Q: Why are the feed products being recalled?

A: The recall notification is being issued because our parsley supplier has notified us of a possible *Salmonella* contamination from parsley flakes that were utilized in the production of the products listed above. While Kaytee has not had any positive *Salmonella* results on finished product to suggest possible contamination, we are initiating this recall in accordance with FDA guidelines. A copy of the recall letter from the supplier of the parsley

flakes (Specialty Commodities, Inc.) can be found on [here](#). Kaytee is taking immediate action to remove the product from all retail stores and distribution centers.

Q: What is *Salmonella*?

A: *Salmonella* are gram-negative, rod-shaped bacteria that are the most frequently reported cause of food borne illness.

Q: How are pets infected with *Salmonella*?

A: Animals can become infected with *Salmonella* by ingesting the bacteria. Infections in animals are most commonly obtained by consumption of feces from an infected animal. Although rare, *Salmonella* can get into and persist in pet foods and affect animals eating these contaminated products.

Q: Is there any risk to people?

A: There is a risk to humans from handling contaminated pet products, especially if they have not thoroughly washed their hands after having contact with the products or any surfaces exposed to these products.

Q: What are the symptoms of *Salmonella* infection?

A: Healthy people infected with *Salmonella* should monitor themselves for some or all of the following symptoms: nausea, vomiting, diarrhea or bloody diarrhea, abdominal cramping and fever. Rarely, *Salmonella* can result in more serious ailments, including arterial infections, endocarditis, arthritis, muscle pain, eye irritation, and urinary tract symptoms. Consumers exhibiting these signs after having contact with this product should contact their healthcare providers.

Q: What are the symptoms or how can I tell if my pet's been exposed to *Salmonella*?

A: Pets with *Salmonella* infections may be lethargic and have diarrhea or bloody diarrhea, fever, and vomiting. Some pets will have only decreased appetite, fever and abdominal pain. Infected but otherwise healthy pets can be carriers and infect other animals or humans. If your pet has consumed the recalled product and has these symptoms, please contact your veterinarian.

Q: If my pet ate some of the recalled feed, how soon would I see any symptoms?

A: It's difficult to say for sure, but the incubation period – the time between ingestion of *Salmonella* bacteria and the onset of illness – varies from six to 72 hours (Mayo Clinic, 2007, April 12; MMWR Recomm Rep, 2001).

Q: What quality assurance/control procedures are in place to prevent this?

A: Kaytee tests raw materials prior to using them in any feed or consumable product.

Q: If no animals are sick, why are products being recalled?

A: While Kaytee did not have a positive *Salmonella* testing finding, FDA policy indicates that a recall is necessary and, in an abundance of caution, Kaytee feels that recalling the products are the most proactive way to proceed in the best interests of pets and pet parents.

Q: Are other Kaytee items being recalled?

A: No, the only items affected by the recall are those listed below:

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100510282	07185994708	1 oz	Kaytee Bird Greens Foraging Treat	12/1/2013 through 5/28/2014

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Q: I have a product from the recalled lot; what should I do?

A: Please report your concern directly to Kaytee.

Customers who purchased these products should review the “Best Before Code (dates)” to see if they have product relating to this recall. Customers should call Kaytee at 1-800-KAYTEE-1 (1-800-529-8331) or email us at KayteeParsleyFlakeRecall@central.com for additional information to receive reimbursement for their purchase.

Steps to report your concern:

1. Consumers who have purchased the affected products listed in the above-reference chart, should call Kaytee Consumer Care at 1-800-KAYTEE-1 (1-800-529-8331) to report their case.
2. Please provide a copy or picture of the **UPC Code** and **Best Before Date** from the package to verify the product is part of the recall and then throw the product away.
3. Kaytee Consumer Care will provide you with a Recall Return Response Form that needs to be filled out to process your case. Please return the **completed form** with the **UPC** code and **Best Before Date** and/or pictures from the product and include a store receipt (or copy) to the following address:

Kaytee Products Parsley Flake Recall
521 Clay Street, Chilton, WI 53014

KayteeParsleyFlakeRecall@central.com

Q: How is Kaytee handling refunds and compensation to pet owners?

A: Kaytee will work with pet owners individually on a case by case basis to handle their individual needs appropriately. All Kaytee products are guaranteed and consumers can receive a full refund for all recalled products. For more information, consumers may call Kaytee at 1-800 KAYTEE-1 (800) 529-8331) or email us at KayteeParsleyFlakeRecall@central.com.