

FAQs Post Recall

Safety & Quality Assurance

Q1. What was the reason for the recall?

On 5 January, Nestlé voluntarily recalled certain batches of SMA formula. First, we want parents and caregivers to know that the safety of our products and wellbeing of infants is our top priority.

Nestlé voluntarily recalled batches due to the presence of cereulide in the mix of oil used in the manufacture of these products, which can cause foodborne illness.

We want to reassure parents and families: we have taken the necessary steps, in close alignment with authorities, to recall all potentially affected products. This is to prioritise the health and wellbeing of families and their babies.

We are very sorry to hear about any cases where babies are poorly, and our teams will work closely with any families who report these types of concerns to us.

Nestlé remains committed to keeping parents, caregivers and the public informed, and to providing clear, transparent information and support throughout this process.

Q2. What actions has been taken to ensure product safety?

We detected very low levels of cereulide, attributable to an ingredient from a supplier of ARA (arachidonic acid-rich) oil, used in some of our formula products. While the amount of oil used in the products concerned represents is very low, we have taken the precautionary measure and proactively and voluntarily recalled all potentially implicated batches in line with our strict product and safety protocols.

Furthermore, all product batches now being distributed from our formula manufacturing sites are undergoing enhanced quality and safety testing prior to their release. We have discontinued sourcing the ingredient from the affected supplier and all batches of the ingredient (from other suppliers) are now being systematically tested to confirm the absence of cereulide.

For a full timeline of events, please visit this link [infant-formula-recall-timeline-events.pdf](#)

Q3. Has the recall been resolved and products on the market safe to use?

Yes. The recall has been fully executed. All Nestlé infant formula products currently on the market are safe.

Q4. What additional quality checks are now in place?

We know that it's important that you feel confident in the products you prescribe/recommend for your patients. In this situation, we recently found that one of the ingredients supplied to us was not of the right quality and did not meet the standards we require.

We've already taken a number of immediate steps. We have discontinued sourcing the ingredient

from the affected supplier and all batches of the ingredient (from other suppliers) are now being systematically tested to confirm the absence of cereulide.

We are also strengthening our testing processes, expanding them so that every single batch containing the ingredient is now tested for cereulide before it is used in our infant and follow-on formulas.

These additional safeguards are designed to further strengthen our processes and help ensure you can continue to trust our products with confidence.

Product Availability & Identification

Q5. How will we know which batch codes are safe and approved for use?

A full list of products and batch numbers can be found on our published recall notices.

UK: [product-recall-notice](#)

Ireland: [product-recall-notice](#)

No other Nestlé products are affected and remain safe to consume. The safety of our products and the wellbeing of infants is our highest priority.

Q6. When will products be available to purchase again?

We are working hard to address potential shortages with our partners, to ensure that unimpacted stock is back on shelves as soon as possible.

Production at all our infant formula factories is running at full capacity to ensure our products reach consumers as quickly as possible. We are focused on increasing the availability of infant formula to meet demand, providing parents and families with high quality products they can trust.

We remain available to respond to any concerns or questions on an ongoing basis.

Q7. Will there be temporary shortages or phased restocking?

While some products will remain in short supply, we are allocating available product fairly across customers to support continuity of care and will keep you informed as more stock becomes available. We recognise the pressure this places on you and the families you support, and we're sorry for any disruption that this might cause - thank you for your continued collaboration. We are working relentlessly behind the scenes to restore supply of our formulas and to rebuild the trust and faith that families place in us, our brand and our products. If you need support or clarity on current availability, please contact your local Paediatric Product Specialist and we will respond promptly.

Clinical Guidance for Infants

Q8. Is it safe for infants who were switched during the recall to return to SMA brand?

We know that it's important that you feel confident in the products you prescribe/recommend for your patients. Yes it is safe to return to the SMA brand, the formulation has not changed. We are strengthening our testing processes, expanding them so that every single batch containing the ingredient is now tested for cereulide before it is used in our infant and follow-on formulas. We've

already taken a number of immediate steps. We have discontinued sourcing the ingredient from the affected supplier and all batches of the ingredient (from other suppliers) are now being systematically tested to confirm the absence of cereulide.

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Q9. Are any tolerance issues expected when switching back?

As with any formula switch, some infants may show temporary stool or feeding pattern changes, but these are generally mild and self-limiting. There are no safety concerns associated with resuming use. Formula transition guide can be downloaded from the SMA HCP website to give to parents or carers. <https://www.smahcp.co.uk/sites/default/files/2025-09/ztc7727-03-2024-formula-transitioning-guide.pdf>

Q10. Has the formulation changed?

No. The nutritional composition, ingredients, and formulation remain unchanged. The enhanced measures relate strictly to quality and production processes, not formulation.
Communication with Parents & Caregivers

Q11. What should we communicate to parents about products returning to shelves?

Parents can be reassured that the products are safe to use and continue to meet all regulatory and nutritional standards.

Q12. What if parents still feel anxious about safety?

We've already taken a number of immediate steps. We have discontinued sourcing the ingredient from the affected supplier and all batches of the ingredient (from other suppliers) are now being systematically tested to confirm the absence of cereulide.

We are also strengthening our testing processes, expanding them so that every single batch containing the ingredient is now tested for cereulide before it is used in our infant and follow-on formulas.

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Q13. Will information and materials for parents about safety and quality be available?

Yes. Revised FAQs and reassurance content will be available on our website and can be shared in print or digital format by Product Specialists on request.

Q14. Is there an official statement we can keep for governance files?

Please discuss your individual requirements with your Nestle contact.

Long Term Product Reliability

Q16. What measures are in place to prevent future quality issues.

In this situation, we recently found that one of the ingredients supplied to us was not of the right quality and did not meet the standards we require.

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We are also strengthening our testing processes, expanding them so that every single batch containing the ingredient is now tested for cereulide before it is used in our infant and follow-on formulas.

Additional safeguards are designed to further strengthen our processes and help ensure you can continue to trust our products with confidence.

Our commitment to babies safety and health is non-negotiable.

Q17. How will HCPs be informed of changes during restocking?

Via our website smahcp.co.uk and by contacting your local Nestle Product Specialist who will be happy to help you.