



- HOLDING STATEMENT -

Date: 29.07.2025
Ref: HS/0725/002

Public Update: Product Review in Progress



Spritzer acknowledges recent feedback regarding an unusual smell detected in certain bottles of our Natural Mineral Water and sincerely apologises for any inconvenience caused.

We have taken immediate action by tracing and reviewing specific production batches, conducting rigorous internal and independent laboratory tests, and closely auditing handling, storage, and transport practices. Initial testing confirms the water from affected samples remains safe for consumption, and we are continuing a thorough investigation to identify and address the root cause.

As bottled water and its packaging can naturally absorb odours if stored near strong-smelling items, we encourage proper storage in a cool, dry place away from sunlight and odours. To maintain freshness, we also recommend finishing bottles soon after opening and avoiding prolonged exposure to heat, especially for partially consumed bottles.

Spritzer is committed to producing bottled water of the highest quality through advanced bottling technology and stringent quality controls overseen by qualified professionals. To provide reassurance, we are offering an exchange or replacement for any affected bottles.

If you have experienced this, please share your product batch code (printed on the bottle), purchase outlet and location, and contact number with our customer care team via:

 1800-88-3111 | WhatsApp: +6017 435 3663 / +6012 979 2663 |  info@spritzer.com.my

Your trust is our priority, and we remain fully committed to transparency, swift action, and delivering the highest standards of quality and safety.

Thank you for your continued trust and support.

Spritzer BHD
Public Relations Department