

Notification to the Department of Trade and Industry of the Philippines

Voluntary Recall Notification

24 March 2025

Consumer Protection and Advocacy Bureau
Department of Trade and Industry
2F Trade and Industry Bldg.
361 Sen. Gil J. Puyat Ave.
Makati City

Attention: **Atty. Cherryl G. Carbonell**
Director/Officer-In-Charge, Consumer Protection and Advocacy Bureau

Subject: Voluntary corrective action (i.e., product recall) for specific units of the rechargeable blender "Nutribullet Go" NBG-100

Dear Ma'am:

Greetings!

We write on behalf of our client, *Capital Brands Distribution, LLC*, ("**Capital Brands**" or "**our client**"), a corporation organized under the laws of California, United States of America, with principal address at 10900 Wilshire Blvd, Suite 900, Los Angeles, CA 90024.

Capital Brands is part of the *De'Longhi Group* and is a leading manufacturer of blenders sold worldwide under the "Nutribullet" and other brands. The current distributor of Capital Brands products in the Philippines is Whiteplane, Inc., ("**Whiteplane**").

Our client would like to voluntarily notify you with the following information:

Product safety and quality are of utmost importance to Capital Brands. As a precautionary measure, Capital Brands is launching a voluntary corrective action linked to specific units of the rechargeable blender "Nutribullet Go" model NBG-100, imported and distributed in the Philippines by Whiteplane between 2021 and 2023. The "Nutribullet Go" model NBG-100 is a rechargeable blender equipped with a two cells Li-ion battery manufactured by a third-party supplier and commercialized by Capital Brands.

Capital Brands became aware of isolated degassing events where the pressure safety device of one of the battery cells was activated during charging, releasing debris and hot gas to prevent pressure buildup. Capital Brands has diligently investigated the matter. Based on the information available, it cannot be completely ruled out that isolated cells of the battery of an affected "Nutribullet Go" model NBG-100 unit could overheat during charging, creating a potential fire risk.

Please note that from all the "Nutribullet Go" model NBG-100 units marketed in the Philippines, only specific units with the serial numbers and the accompanying SKU numbers as listed in the table below are potentially affected and subject to the voluntary corrective action. Any other serial numbers or SKU

numbers of the same model or any other model commercialized by Capital Brands and sold under the Nutribullet brand are not involved. Based on the information available, approximately 1,000 potentially affected units (i.e., manufactured in November 2022) were sold in the Philippines.

Users can easily identify if their blender is affected by checking the serial number and the accompanying SKU number shown on the rating label underside the motor base of the blender (see illustration below).



As a precautionary measure, users are asked to immediately stop using their "Nutribullet Go" model NBG-100 rechargeable blender and visit the website nbq100.nutribullet.com to check if their product is affected and, if so, register to participate in this voluntary corrective action.

Registered affected users will receive – as a free-of-charge replacement – the new model of the rechargeable portable blender Nutribullet model NBG-200.

We summarize the relevant details as follows:

<p>Name of Product and Description</p>	<p>Model Name: Nutribullet "Go" Serial Number: From: 23XW010623 00001 To: 23WX010623 00500 SKU: NB35300</p> <p>Model Name: Nutribullet "Go" Serial Number: From: 23XX010623 00001 To: 23XX010623 00500 SKU: NB35300R</p>
<p>Reason for Recall</p>	<p>There were isolated degassing events where the pressure safety device of one of the battery cells was activated during charging, releasing debris and hot gas to prevent pressure buildup. It cannot be completely ruled out that isolated cells of the battery of an affected "Nutribullet Go" model NBG-100 unit could overheat during charging, creating a potential fire risk.</p>

Background of the Issue	Product conformity, quality and safety are of utmost importance to Capital Brands. Based on the information available, as a precautionary measure, it has been decided to initiate this voluntary corrective action.
Action/Remedy	The local distributor and dealers of the affected product have been directed to check their inventory to determine if they have any affected stocks. Capital Brands will also notify all customers for whom we have registration information, along with consumers that our distributors can identify, directing them to visit a website to verify if their Nutri-bullet is covered by the voluntary recall. All affected Nutri-bullets will be exchanged for a newer model, Nutri-bullet NBG-200, at no cost to the customer. Capital Brands will inform all the dealers and distributors about the modality how to manage the stock returns.
Consumer Contact	nbg100.nutribullet.com

If you have any questions, please do not hesitate to contact Denise.Sales@romulo.com or Marc.Yu@romulo.com.

Very truly yours,

**ROMULO MABANTA BUENAVENTURA
SAYOC & DE LOS ANGELES**

By:


CYNTHIA R. DEL CASTILLO
Senior Partner