



– OFFICIAL ANNOUNCEMENT –

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Spritzer Completes Investigation and Identifies Isolated Odour Issue

Spritzer BHD (“Spritzer” or “the Company”) has completed its investigation into recent feedback regarding an odour detected in certain bottles of its Natural Mineral Water. The Company has identified the root cause and implemented enhanced measures to ensure consistent quality and safety.

As part of its stringent quality protocols, Spritzer conducted a comprehensive investigation, including detailed internal reviews, independent laboratory testing, and assessments of storage and handling practices. Given that natural mineral water is highly sensitive to its environment, this systematic approach was essential to eliminate all potential factors and confirm the true cause.

The findings revealed that the odour was linked to a temporary irregularity in naturally occurring constituents in the source water, which became more noticeable after production and exposure to hot weather during transportation or storage. This was limited to some bottles produced between June and July 2025. Independent laboratory tests on exchanged product samples confirmed that the water was safe for consumption and fully compliant with Malaysia’s Food Act 1983 and Food Regulations 1985.

In response, Spritzer has enhanced its filtration process and strengthened daily quality monitoring to ensure consistent standards and maintain consumer confidence.

“Our investigation confirmed that this was an isolated incident caused by naturally occurring constituents and unrelated to water safety,” said Dr. Chuah Chaw Teo, Research and Development Director of Spritzer. “We acted swiftly to refine our filtration process and monitoring protocols, ensuring Spritzer continues delivering its fresh and unique taste with full assurance to our customers.”

“We acknowledge that this situation may have caused inconvenience to affected consumers, and we sincerely appreciate their understanding. Spritzer remains committed to transparency, accountability, and maintaining the trust we have built over the years,” he added.

Spritzer Natural Mineral Water is sourced from 430 acres of protected rainforest, bottled in fully automated facilities, and packaged in 100% recyclable materials. All products undergo annual independent testing to confirm they are free from microplastics, underscoring our ongoing commitment to quality and safety.

For assistance, please contact our customer care team at 1800-88-3111 or info@spritzer.com.my.

Spritzer BHD

Public Relations Department