

Herron, William

From: Reddan, Tim [Tim.Reddan@measurement.gov.au]
Sent: Thursday, 16 February 2012 8:43 AM
To: Resurreccion, Dixie
Cc: Wallner, Peter
Subject: RE: RN899789-91 [SEC=IN-CONFIDENCE:COMMERCIAL]
Attachments: rn900129.pdf; rn900130.pdf; rn900131.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Dixie,

Please find attached copies of your re-issued reports with the alterations made as requested.

In relation to your second point, we used the numbers that were on the boxes. Numbers 1 and 3 were marked on the kits and number 2 was marked on the pen and this is stated on the reports.

If you have any further queries then please don't hesitate to contact NMI.

Regards,

Tim Reddan | Laboratory Services Unit

National Measurement Institute
Department of Industry, Innovation, Science, Research and Tertiary Education
1/153 Bertie Street, Port Melbourne, 3207
03 9644 4888 | f. 03 9644 4999
tim.reddan@measurement.gov.au

From: Resurreccion, Dixie [mailto:Dixie.Resurreccion@acc.gov.au]
Sent: Wednesday, 15 February 2012 1:50 PM
To: Reddan, Tim
Cc: Wallner, Peter
Subject: re: RN899789-91 [SEC=IN-CONFIDENCE:COMMERCIAL]

Hi Tim

Thanks very much for providing the test results for the hydrogen peroxide in teeth whiteners.

The ACCC would like to have a few things clarified in relation to the results if possible:

- 1) Can you please include some information or reference to the test method used for the analysis on the certificates, as the 3 attachments currently have no indication of what test method was used – it is blank.
- 2) We initially provided, for testing:
 - a. 2 x Bright White Express - Advanced Teeth Whitening Kits (each kit has 2 x 5ml syringes containing 12% Hydrogen Peroxide; 1 x 5ml syringe containing 9% Hydrogen Peroxide).
 - b. 1 x ProTeeth Whitening Pen (containing 1 x 2.5ml syringe containing 16% Hydrogen Peroxide)

Each Kit and the Pro Whitening Pen product were labelled with numbers, when sent to NMI for testing. It looks like the sample reference number on the certificates relates to Kit 1 and Kit 2, and the Pen (3) - can you please confirm that this is the case.

- 3) In the test results, the reference 'Hydrogen Peroxide in Syringe' is used. I understand this to refer to the total weight of the hydrogen peroxide that was measured in the total amount of gel that was contained in the syringe (and discharged for the analysis). Please confirm this understanding is correct – it may be helpful to add the word "Total" to the expression 'Hydrogen Peroxide in Syringe' to enhance clarity.
- 4) In the test results, 2 samples (Syringe 1 in [rn899789.pdf](#) (0.73 g) and Syringe in [rn899790.pdf](#) (0.19 g)) (see **attached**), do not include the concentration of hydrogen peroxide in its analysis. We understand why this is the case from talking to Neil Menz but wonder whether the certificate could also include some note of clarification for these results based on calculation against the claimed volume eg "estimated concentration based on claimed volume of 5ml". This would assist by giving some comparative indication of the concentration of hydrogen peroxide albeit based on the suppliers claim.

Please let me know if you require me to provide any more information regarding the above queries.

Kind regards
Dixie

Dixie Resurreccion

Senior Project Officer – Chemical Assessment & Information Standards | Product Safety Branch
Australian Competition & Consumer Commission
23 Marcus Clarke Street Canberra 2601 |
<http://www.accc.gov.au> | <http://www.productsafety.gov.au> | <http://www.recalls.gov.au>

From: Reddan, Tim [mailto:Tim.Reddan@measurement.gov.au]
Sent: Tuesday, 14 February 2012 3:56 PM
To: Resurreccion, Dixie
Subject: RN899789-91 [SEC=IN-CONFIDENCE:COMMERCIAL]

Dear Dixie,

Attached is a copy of your latest NMI report/s of analysis.

Thank-you for using our services at the National Measurement Institute.

If you have any enquiries regarding this report, please contact NMI on 03 9644 4888.

Regards,

Tim Reddan | Laboratory Services Unit

National Measurement Institute
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REPORT OF ANALYSIS

Client : ACCC (PRODUCT SAFETY POLICY) 23 MARCUS CLARKE ST CANBERRA ACT 2601	Job No. : ACCC08/120130 Quote No. : QT-01792 Order No. : Date Sampled : Date Received : 30-JAN-2012 Sampled By : CLIENT
Attention : Dixie Resurreccion Project Name : Your Client Services Manager : Tim Stobaus	Phone : (03) 9644 4849

Lab Reg No.	Sample Ref	Sample Description
VL12/0010	1	Bright White Express: Advanced Teeth Whitening Kit (contains 2 x 5ml syringes containing 12% Hydrogen Peroxide, 1 x 5ml syringe containing 9% Hydrogen Peroxide)

Lab Reg No.	Sample Reference	Units	Method
VL12/0010	1		
Components			
Consult		See Text	

VL12/0010

Syringe 1:

Total Hydrogen Peroxide in Syringe: 0.73g

The concentration of Hydrogen Peroxide in the syringe on a weight volume basis was 14.6% assuming the syringe contained 5.0ml of Product

Label Claim: 12%

Syringe 2:

Total Hydrogen Peroxide in Syringe: 0.64g
 Concentration of Hydrogen Peroxide: 11.5g/100g

Label Claim: 12%

Syringe 3:

Total Hydrogen Peroxide in Syringe: 0.45g
 Concentration of Hydrogen Peroxide: 8.2g/100g

Label Claim: 9%

REPORT OF ANALYSIS

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The method used was that described in the Food Chemical Codex.



Neil Menz, Analyst
Food Composition - Vic

16-FEB-2012

Results relate only to the sample(s) tested.
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REPORT OF ANALYSIS

Client : ACCC (PRODUCT SAFETY POLICY) 23 MARCUS CLARKE ST CANBERRA ACT 2601	Job No. : ACCC08/120130 Quote No. : QT-01792 Order No. : Date Sampled : Date Received : 30-JAN-2012 Sampled By : CLIENT
Attention : Dixie Resurreccion Project Name : Your Client Services Manager : Tim Stobaus	Phone : (03) 9644 4849

Lab Reg No.	Sample Ref	Sample Description
VL12/0011	2	Pro Teeth Whitening: Professional Teeth Whitening Pen (1.25ml syringe containing 16% Hydrogen Peroxide)

Lab Reg No.	Sample Reference	Units	Method
VL12/0011	2		
Components			
Consult		See Text	

VL12/0011

Pen:

Total Hydrogen Peroxide in Pen: 0.19g

The concentration of Hydrogen Peroxide in the pen on a weight volume basis was 7.6% assuming the pen contained 2.5ml of product.

The method used was that described in the Food Chemical Codex.

Neil Menz, Analyst
Food Composition - Vic

16-FEB-2012

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REPORT OF ANALYSIS

Client : ACCC (PRODUCT SAFETY POLICY) 23 MARCUS CLARKE ST CANBERRA ACT 2601	Job No. : ACCC08/120130 Quote No. : QT-01792 Order No. : Date Sampled : Date Received : 30-JAN-2012 Sampled By : CLIENT
Attention : Dixie Resurreccion Project Name : Your Client Services Manager : Tim Stobaus	Phone : (03) 9644 4849

Lab Reg No.	Sample Ref	Sample Description
VL12/0012	3	Bright White Express: Advanced Teeth Whitening Kit (contains 2 x 5ml syringes containing 12% Hydrogen Peroxide, 1 x 5ml syringe containing 9% Hydrogen Peroxide)

Lab Reg No.	Sample Reference	Units	Method
VL12/0012	3		
Components			
Consult	See Text		

VL12/0012

Syringe 1:

Total Hydrogen Peroxide in Syringe: 0.65g
 Concentration of Hydrogen Peroxide: 11.8g/100g

Label Claim: 12%

Syringe 2:

Total Hydrogen Peroxide in Syringe: 0.70g
 Concentration of Hydrogen Peroxide: 12.7g/100g

Label Claim: 12%

Syringe 3:

Total Hydrogen Peroxide in Syringe: 0.48g
 Concentration of Hydrogen Peroxide: 8.4g/100g

Label Claim: 9%

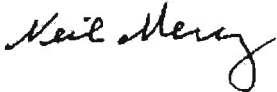
The method used was that described in the Food Chemical Codex.

REPORT OF ANALYSIS

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Lab Reg No.		VL12/0012				
Sample Reference		3				
	Units					Method



Neil Menz, Analyst
Food Composition - Vic

16-FEB-2012

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