



Dear valued customer:

The safety of Healthy Healing consumers is always our top priority. With that commitment at our core, we want to inform you that, due to a court decree against a former supplier ABH, we have initiated a recall affecting specific Crystal Star products and lot codes.

We want to stress that at this time there are no known health or safety risks and no reports of illnesses. We are acting in line with our values and our commitment to put our consumers first. We were informed of this situation on Jan. 17, 2020, through a recall notice from ABH. ABH was ordered, through a New York U.S district court's [consent decree](#), to cease distribution and recall all products for a variety of mislabeling and manufacturing violations. The court order involves all products manufactured by ABH since 2013 and affects over 800 companies. To our knowledge, we are the first company to take this proactive recall action on behalf of our customers.

Included with this communication is a list of Crystal Star products and associated lot codes covered in this recall. Also included is a [certificate of destruction](#) for the products that retailers should remove from their shelves and inventory and then destroy. Once destruction is complete, kindly submit the signed certification confirming the product destruction and we will credit the account for the product cost.

At Healthy Healing, our commitment to safety and quality is unwavering. For that reason, we began to sever ties with ABH in the fall of 2018 due to concerns around its manufacturing processes and transparency. We subsequently brought on new suppliers who better align with our shared values of quality and transparency. Keep in mind, because our ABH relationship formally ended in mid-2019, only a subset of our products are included in this recall.

We want to stress that as standard procedure, we track all products for adverse reactions, complaints and dissatisfaction returns by lot code. We have seen no trends in complaints and/or returns tied to specific ABH-produced lots. Only one potential and unconfirmed adverse reaction among all Crystal Star products has been reported in the last 18 months which represents 0.0003% of bottles sold. In addition, we have been conducting third-party testing on all product lots since mid-2019 and have not identified any products that tested outside baseline standards. Testing includes both ABH-produced products and those from our other manufacturing partners.

For questions related to this product recall, please call our customer service team at 800-736-6015 Press 1 or email us at [recall@HealthyHealing.com](mailto:recall@HealthyHealing.com). We deeply regret any inconvenience this situation has created. We are committed to you and your customers and look forward to continuing to work with you.

Sincerely,

A handwritten signature in black ink that reads 'Todd Troha'.

Todd Troha  
General Manager



## Additional information on the ABH-Produced Recall

### ***Enclosed***

- Certificate of Destruction
- ABH-Produced Recall Product List
- Crystal Star Product Inventory Status

### Certificate of Destruction

- Required documentation for all FDA recalls
- Three ways to complete
  - Submit online via <https://www.crystalstar.com/abh-recall-form/>
  - Print, fully fill out, sign document, scan and return to [recall@healthyhealing.com](mailto:recall@healthyhealing.com)
  - Print, fully fill out, sign document and fax to 852-513-7643
- **Fully filled out and signed documents are required for credit**
- Only lot codes that are under recall will be credited

### ABH-Produced Recall Product List

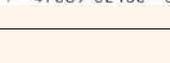
- Lot codes and expiration dates within each product line are listed from newest to oldest. It is unlikely that the oldest lot codes are still on shelf but any lot that is not expired is listed.
- Images of the label are shown to help identify which bottles to check. If the product on shelf is in the new label (black with cream panel) and that image isn't shown on the list, that lot isn't part of the recall. Most recalled lots are only in the old packaging.
- Only two items in new labels are part of the recall, Live Renew 60 ct and Muscle Relax. Please check the lot codes on Muscle Relax in particular as two manufacturers made that product in the new label.

### Crystal Star Product Inventory Status

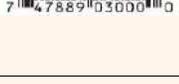
- Lists the inventory status on all Crystal Star products.
- We have inventory for all Top 10 items and 17 of our Top 20 SKUs.
- The recall has eliminated inventory of the slower-turning items. Most of those items will be replenished. Timing for restocking varies from 4-6 weeks for products we already had on order to 16 weeks for items that we did not. Some will be discontinued permanently.

Please contact us at [recall@HealthyHealing.com](mailto:recall@HealthyHealing.com) or call 800-736-6015 Press 1 if you have any questions.

# ABH-Produced Product Recall List

Product Information						
Item ID	UPC Code	Item Name	LOT CODE	EXPIRATION DATES	PACKAGING IMAGES	
101000		ADRENAL SUPPORT (60)	1904183 1803180 1704327	8/31/22 06/30/21 08/31/20		
101390		BEAUTIFUL HAIR & NAILS (60)	1901050 1803179	3/31/22 05/31/21		
101395		BEAUTIFUL SKIN (60)	1905226 1805268 1804217	9/30/22 07/31/21 06/30/21		
101410		BLADDER COMFORT (60)	1901049	4/30/22		
101420		BLADDER SUPPORT (60) / Formerly BLADDER CONTROL	1901034 1805263 1712795 1709585	03/31/22 09/30/21 03/31/21 01/31/21		
101450		BLADDER STRENGTH (60)	1809516 1803175 1802074	11/30/21 06/30/21 05/31/21		
102000		BLOOD DETOX (90)	1901035	3/31/22		
101200		BREATHE EASY (60)	1803178	7/31/21		
101650		CANDIDA BALANCE (60)	1905227 1901048 1811571 1803176 1706414	8/31/22 03/30/22 01/31/22 07/31/21 09/30/20		
101760		CELLULITE TONE (60)	1903110 1811593 1712823	4/30/22 12/31/21 06/30/21		
104330		CRAVE EZE (60) - Formerly Withdrawal Support	1904179 1803160	8/31/22 05/31/21		
101560		DIGESTIVE SUPPORT (60)	1905229 1805261 1703277	9/30/22 06/30/21 05/31/20		
102100		EASY CHANGE FOR WOMEN (90)	1902085 1803174 1702183	7/31/22 06/30/21 04/30/20		
102145		ESTRO G BALANCE (150) / Formerly EST-AID	1811574 1907323 1808460 1701001	1/31/22 9/30/22 09/30/21 02/28/20		
102150		ESTRO G BALANCE (90) / Formerly EST-AID	1811574 1907323 1808460 1701001	1/31/22 9/30/22 09/30/21 02/28/20		

Product Information

Item ID	UPC Code	Item Name	LOT CODE	EXPIRATION DATES	PACKAGING IMAGES	
102020		FAT & SUGAR DETOX (60)	1811573 1703275	12/31/21 06/30/20		
102300		FEMALE HARMONY (60)	1806338 1806326 1804220 1711731 1704329	09/30/21 08/31/21 06/30/21 02/28/21 06/30/20		
102290		FEMALE HARMONY (90)	1806338 1806326 1704329	09/30/21 08/31/21 06/30/20		
104345	 747889043451	FIBRO DEFENSE (60)	1903115 1805264 1804233 1802075 1801854 1710687 1709593 1705363 1703250 1703278	05/31/22 08/31/21 07/31/21 05/31/21 04/30/21 12/31/20 10/31/20 06/30/20 06/30/20 04/30/20		
104347		FIBRO DEFENSE (150)	1806322 1811581 1804233	08/31/21 01/31/22 07/31/21		
101010		FOCUS (60) / Formerly FOCUSED CHILD	1701098	05/31/20		
102400		GI SUPPORT (60) / Formerly GERD DEFENSE	1809518 1806327 1710682 1707498 1702158	11/30/21 08/31/21 03/30/21 11/30/20 05/31/20		
102750		HEARTSEASE (60)	1901037 1802072 1702156	3/31/22 07/31/21 05/31/20		
102500		HEMR-EZ RELIEF (90)	1901036 1805260 1703271 1701135	3/31/22 07/31/21 07/31/20 03/30/20		
102350		HERBAL LAXA CAPS	1704303	5/31/20		
102650		HERP DEFENSE (60)	1809520 1712818 1708554 1703273 1701011	9/30/21 3/31/21 10/31/20 08/31/20 03/30/20		
101150		IMMUNE SUPPORT (60)	1811570	1/31/22		
101180		INFLAMA RELIEF (60)	1906269 0904182 1805262 1803177 1712794 1709595 1707501 1704331	09/30/22 06/30/22 08/31/21 06/30/21 03/30/21 01/31/21 08/31/20 08/31/20		
103000		LIVER RENEW (90)	1903113 1811575 1805265 1804235 1802071 1707496 1706418	9/30/22 01/31/22 08/31/21 06/30/21 04/30/21 09/30/20 09/30/20		
103010		LIVER RENEW (60)	1907322 1902086 1805265	9/30/22 04/30/22 08/31/21		

**Product Information**

Item ID	UPC Code	Item Name	LOT CODE	EXPIRATION DATES	PACKAGING IMAGES
103150		MALE PERFORMANCE (60)	1906271 1712822 1709589 1703276 1702178	9/30/22 03/30/21 11/30/20 07/31/20 05/31/20	
103160		MEN'S LIBIDO (60)	1905225 1903114 1811576 1801856 1706449	8/31/22 06/30/22 01/31/22 03/30/21 07/31/20	
101985		MOOD LIFT (60)	1811592 1811572 1712821	01/31/22 01/31/22 03/30/21	
101250		MUSCLE RELAX (60)	1906270 1901033 1804216 1801857 1704330	09/30/22 03/30/22 07/31/21 04/30/21 08/31/20	 
103450		NIGHT CAPS (60)	1806328 1803173 1803142 1708553	08/31/21 06/30/21 05/31/21 10/31/20	
103480		OCEAN MINERALS (60)	1901038 1709617	03/31/22 12/31/20	
103600		PARA PURGE (60)	1811579 1803172 1705361 1701016	12/31/21 08/31/21 08/31/20 03/30/20	
103760		PROSTATE SUPPORT (60)	1803171 1801859	06/30/21 05/31/21	
103810		RELAX (60)	1906272 1809514 1705360	09/30/22 10/31/21 08/31/20	
104010		KIDNEY CARE (60) / Formerly STONE DEFENSE	1806330 1804218 1711724 1709596 1706415 1705362 1701106	09/30/21 07/31/21 01/31/21 10/31/20 09/30/20 08/31/20 03/30/20	
104010		KIDNEY CARE (90) / Formerly STONE DEFENSE	1806310	08/31/21	
102850		SUGAR CONTROL (60)	1903112 1801853	08/31/22 03/30/21	
101300		TENSION RELIEF (60)	1701006	04/30/20	
104140		THIN AFTER 40 (60)	1803162 1701027 1701026	07/31/21 05/31/20 03/30/20	
104155		TOXIN DETOX (60)	1809521	11/30/21	
104160		TUMMY CONTROL (60)	1906273 1709619	08/31/22 02/28/20	
104190		VARI-VEIN (60)	1811577 1806345 1803163 1710686 1701031 1701104	01/31/22 09/30/21 07/31/21 02/28/21 04/30/20 03/30/20	

**Product Information**

Item ID	UPC Code	Item Name	LOT CODE	EXPIRATION DATES	PACKAGING IMAGES
104199	 8 51832 00820 3	VARI-VEIN (90)	1806345	09/30/21	
104360	 7 47889 04360 4	WOMEN'S BEST FRIEND (60)	1806347 1804230 1711733 1705359 1703272 1701099	09/30/21 07/31/21 02/28/21 08/31/20 05/31/20 04/30/20	
104350	 7 47889 04350 5	WOMEN'S BEST FRIEND (90)	1806347 1804230 1711733 1705359 1703272 1701099	09/30/21 07/31/21 02/28/21 08/31/20 05/31/20 04/30/20	
104355	 8 51832 00821 0	WOMEN' BEST FRIEND (120)	1806347	09/30/2021	
103060	 7 47889 03060 4	WOMEN'S LIBIDO (60)	1809515	11/30/20	



## ITEM INVENTORY STATUS 2020

Call 800-736-6015 or visit [www.CrystalStar.com](http://www.CrystalStar.com) for more information.

### Herbal Capsules

Item ID	UPC Code	Item Description	CURRENT ITEM STATUS
101000	747889010002	ADRENAL SUPPORT (60)	OUT OF STOCK
101390	747889013904	BEAUTIFUL HAIR & NAILS (60)	OUT OF STOCK
101395	747889013959	BEAUTIFUL SKIN (60)	OUT OF STOCK
101410	747889014109	BLADDER COMFORT (60)	OUT OF STOCK
101420	747889014208	<b>BLADDER SUPPORT (60) / Formerly BLADDER CONTROL</b>	IN STOCK
101450	867499000221	BLADDER STRENGTH (60)	OUT OF STOCK
102000	747889020001	BLOOD DETOX (90)	OUT OF STOCK - DISCONTINUED
101200	747889012006	BREATHE EASY (60)	OUT OF STOCK - DISCONTINUED
101650	747889016509	CANDIDA BALANCE (60)	IN STOCK
101760	747889017605	CELLULITE TONE (60)	IN STOCK
104330	747889043307	CRAVE EZE (60)	OUT OF STOCK
101560	747889015601	DIGESTIVE SUPPORT (60)	OUT OF STOCK
102100	747889021008	EASY CHANGE FOR WOMEN (90)	OUT OF STOCK - DISCONTINUED
102145	747889021459	<b>ESTRO G BALANCE (150) / Formerly EST-AID</b>	OUT OF STOCK
102150	747889021503	<b>ESTRO G BALANCE (90) / Formerly EST-AID</b>	OUT OF STOCK
102230	747889022302	EVENING PRIMROSE PEARLS (500mg, 90)	IN STOCK
102020	747889020209	FAT & SUGAR DETOX (60)	OUT OF STOCK
102300	747889023002	FEMALE HARMONY (60)	OUT OF STOCK
102290	747889022906	FEMALE HARMONY (90)	OUT OF STOCK
104345	747889043451	FIBRO DEFENSE (60)	IN STOCK
101010	747889010101	FOCUS (60) / Formerly FOCUSED CHILD	OUT OF STOCK
102400	747889024009	<b>GI SUPPORT (60) / Formerly GERD DEFENSE</b>	IN STOCK
102750	747889027505	HEARTSEASE (60)	IN STOCK
102500	747889025006	HEMR-EZ RELIEF (90)	OUT OF STOCK
102350	747889023507	HERBAL LAXA CAPS (90)	OUT OF STOCK - DISCONTINUED
102650	747889026508	HERP DEFENSE (60)	OUT OF STOCK
101150	747889011504	IMMUNE SUPPORT (60)	OUT OF STOCK
101180	747889011801	INFLAMA RELIEF (60)	IN STOCK
103000	747889030000	LIVER RENEW (90)	OUT OF STOCK
103010	747889030109	LIVER RENEW (60)	OUT OF STOCK
103150	747889031502	MALE PERFORMANCE (60)	IN STOCK
103160	747889031601	MEN'S LIBIDO (60)	IN STOCK
101985	747889019852	MOOD LIFT (60)	OUT OF STOCK
101250	747889012501	MUSCLE RELAX (60)	IN STOCK
103450	747889034503	NIGHT CAPS (60)	OUT OF STOCK
103480	747889034800	OCEAN MINERALS (60)	OUT OF STOCK

## Herbal Capsules

Item ID	UPC Code	Item Description	CURRENT ITEM STATUS
103600	747889036002	PARA PURGE (60)	NOW SHIPPING - OLD LABEL LOT 10748 - EXP 3/31/22 THIS LOT NOT PART OF RECALL
103760	747889037603	PROSTATE SUPPORT (60)	OUT OF STOCK
102450	867499000207	REFLUX RELIEF (60)	OUT OF STOCK - DISCONTINUED
103810	747889038105	RELAX (60)	OUT OF STOCK
104010	747889040108	<b>KIDNEY CARE (60) / Formerly STONE DEFENSE</b>	IN STOCK
102850	747889028502	SUGAR CONTROL (60)	OUT OF STOCK - DISCONTINUED
101300	867499000214	TENSION RELIEF (60)	OUT OF STOCK - DISCONTINUED
104140	747889041402	THIN AFTER 40 (60)	NOW SHIPPING - OLD LABEL LOT 10746 - EXP 3/31/22 THIS LOT NOT PART OF RECALL
104155	747889041556	TOXIN DETOX (60)	OUT OF STOCK - DISCONTINUED
104160	747889041600	TUMMY CONTROL (60)	OUT OF STOCK
104190	747889041907	VARI-VEIN (60)	OUT OF STOCK
104360	747889043604	WOMEN'S BEST FRIEND (60)	IN STOCK
104350	747889043505	WOMEN'S BEST FRIEND (90)	IN STOCK
103060	747889030604	WOMEN'S LIBIDO (60)	OUT OF STOCK

## Extracts

Item ID	UPC Code	Item Description	CURRENT ITEM STATUS
104742	747889047428	D-CONGEST SPRAY Extract (1 OZ)	IN STOCK
104810	747889048104	WOMEN'S DRYNESS Extract (1 OZ)	OUT OF STOCK
104980	747889049804	STRESS OUT Extract (1 OZ)	IN STOCK

## Teas

Item ID	UPC Code	Item Description	CURRENT ITEM STATUS
105370	747889053702	CONCEPTIONS TEA (3 OZ)	IN STOCK

## Skin Gels

Item ID	UPC Code	Item Description	CURRENT ITEM STATUS
107842	747889078422	IMMUNE SUPPORT GEL (1.5 OZ)	IN STOCK
107882	747889078828	FUNG-EX GEL (1.5 OZ)	IN STOCK
107962	747889079627	HERP DEFENSE GEL (1.5 OZ)	IN STOCK
107982	747889079825	SCAR SUPPORT GEL (1.5 OZ)	IN STOCK

## Books

Item ID	GIN Code	Item Description	CURRENT ITEM STATUS
209420	9781884334979	HEALTHY HEALING BOOK - 14th EDITION	IN STOCK

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1/24/2020