

# Medicine Quality Alert: Class II Recall of Diarim Aqueous Cream

Diarim Enterprises Limited, Kenya has initiated an urgent recall of Diarim Aqueous Cream due to molding

From: Pharmacy and Poisons Board  
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**Recall Reference Number:** REC/2024/001

**Recall Classification:** Class II Recall

**Recall Level:** Retail/Facility Level

**Manufacturer:** Diarim Enterprises Limited, Kenya

**Product name:** Diarim Aqueous Cream

**Active Pharmaceutical Ingredient:** Aqueous Cream

**Affected counties:** All

## Affected Batches

Batch Number	Date of Manufacture	Date of expiry	Pack Size
44523DAC	10/2023	10/2026	500 grams
44223DAC	10/2023	10/2026	500 grams
34423DAC	10/2023	10/2026	500 grams
13823DAC	09/2023	09/2026	500 grams
13223DAC	09/2023	09/2026	500 grams

## Brief description of the problem

The Pharmacy and Poisons Board (PPB) has received market complaints of quality defects of Diarim Aqueous Cream. The nature of the complaints is the presence of molds.

## Action for healthcare professionals

Quarantine all remaining stock and stop further distribution, sale, issuing, or use of the above batches immediately. Await contact from Diarim Enterprises Limited to arrange the return.

## Action for patients and caregivers

No further action is required by patients as this is a Retail/hospital Pharmacy and Wholesaler/Distributor level recall. You are advised to talk to your healthcare professional if you have the above batches of Diarim Aqueous Cream.

## Further Information

For inquiries about consignments of the impacted batch, please contact Surgipharm Limited at: [info@diarim.com](mailto:info@diarim.com) or [customercare@diarim.com](mailto:customercare@diarim.com) or Tel: +254 707 948 849/+254 715 995 546.

You are advised to promptly report any case(s) of adverse events and suspected substandard and falsified products to the nearest healthcare facility or through the following channels:

- <https://pv.pharmacyboardkenya.org/users/mpublic>
- USSD code at \*271#
- Email [pv@ppb.go.ke](mailto:pv@ppb.go.ke) or [pms@ppb.go.ke](mailto:pms@ppb.go.ke)
- Telephone No. 0795743049

For any further enquiries contact the post-marketing surveillance unit at the Pharmacy and Poisons Board via email at [pms@ppb.go.ke](mailto:pms@ppb.go.ke)