

February 17th, 2025

To our valued retail partners,

We are writing to you regarding a developing situation concerning H5N1 and the affected cats in the Portland area. On February 7th, the Washington State Department of Agriculture (WSDA) notified us of a house cat that tested positive for H5N1, with a potential link to our food. Open containers from the household were tested and came back as non-negative and negative, none of the results came back positive.

A non-negative result in a diagnostic test indicates that the test produced a result that isn't clearly positive or negative. It suggests something might be present, but the test lacks the specificity or sensitivity to confirm it. It's an indeterminate result, requiring further investigation.

In further investigation, twelve additional sealed samples were then purchased at retail locations including the same lot code that came back as non-negative from the open container test (Lot #22660). These results yielded one non-negative result (Lot #22664) and the rest negative including from Lot #22660. We were given this information late Thursday 2/13. On Friday 2/14 the WSDA and ODA made a public health warning advising customers to not feed these two lots before we could reach alignment on next steps, given the inconclusive data.

Out of the abundance of caution, and until we can gather more information, we are enacting a stop sale on lot numbers #22660 and #22664 with Best Buy dates of 12/2025 of our 24oz Chicken Feline Formula. For reimbursement, please file your regular return form with Aloha and please discard the product. We will be covering all inventory and returns for these lot codes. If a customer is concerned about the chicken formula I recommend cooking until 165 degrees, replacing with a non-poultry formula or replacing with a gently cooked formula.

I sincerely apologize and deeply regret not conveying this information to you sooner and know many of you heard about this through other channels. Moving forward, I am committed to keeping you promptly informed on the evolving situation and will be updating our website as new information becomes available.

Tyler Duncan

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