



Medicube Cream Recall: Check These Two Batch Numbers Before Using It Again

Description

The Singapore recall of Medicube PDRN Pink Collagen Capsule Cream is batch-specific. Check the code printed on the jar or packaging for either **2E122I.2E117I** or **2E191G.2E193G**. If it matches, stop using the product and contact the seller. Do not discard the jar, receipt or photographs until the return is resolved.

HSA's [initial Medicube notice](#) identifies affected products imported by Venus Beauty Pte Ltd. A product name or pink jar alone is not enough to decide that every unit in Singapore contains the detected dye.

The batch-number decision card

What you find	Action
2E122I.2E117I	Stop use, keep the item and contact the seller for return instructions.
2E191G.2E193G	Stop use, keep the item and contact the seller for return instructions.
A different clearly readable code	Do not assume it is recalled; retain the code and check current HSA and seller notices.
Code missing or unreadable	Photograph the product and packaging, then ask the seller to identify the supplied batch.

If a marketplace listing uses several sellers, identify the seller on the transaction record, not merely the platform. The importer and supply chain matter to the batch decision.

What HSA found, in careful language

HSA reported a minute amount of Sudan IV dye in the affected samples. Sudan dyes are not permitted in cosmetic products. HSA advised consumers to stop using the affected batches and said serious adverse health effects from previous use were unlikely. At the date of the notice, it had not received reports of local adverse events associated with use of the product.

That assessment supports proportionate action. It does not turn an affected cosmetic into an approved ingredient, and it does not justify claiming that every user will be harmed. Anyone who feels unwell or has a concerning skin reaction should seek advice from a healthcare professional and bring the product information.

The later tests narrow, not erase, the issue

In a [follow-up testing notice](#), HSA said samples supplied by APR SG and Rirora did not contain Sudan dyes. Those suppliers undertook to test future batches before sale. This does not change the return action for the two identified Venus Beauty batch combinations.

The clean samples also should not be generalised to every jar from every source indefinitely. Product, batch, supplier and test date remain distinct facts.

Preserve a seller-contact file

1. Photograph the front, base, batch code and outer packaging in good light.
2. Save the order page, invoice, date, seller name and platform order number.
3. Message the seller through the platform or an independently verified official channel.
4. State the product and exact batch combination; ask for return and refund instructions.
5. Keep screenshots of the conversation and proof of return.
6. Do not mail or transport the item until the seller tells you the safe process.

This evidence helps if a seller changes its listing, disputes the supply source or asks for a clearer batch photograph.

Three claims to reject

- **“All Medicube products are recalled.”** HSA’s notices identify one product and two affected batch combinations.
- **“No one can be harmed.”** HSA said serious effects from previous use were unlikely; that is not a universal medical guarantee.
- **“HSA approved the other batches.”** Testing that did not detect Sudan dyes is not general product approval.

Our [guide to “HSA approved” cosmetic claims](#) explains why that wording is a red flag. For other product alerts, use the [exact-model recall checklist](#).

If the product came from overseas

Record the country, website and merchant that supplied it. The Singapore notices may help identify the product, but the local recall route may not cover an overseas seller or a different batch. Check the regulator and merchant responsible for that supply chain rather than demanding a remedy from an unrelated Singapore retailer.

The safe conclusion

Read the characters one by one, photograph them, and act on an exact match. Stop affected stock and keep the evidence. If the code differs, continue to monitor current official notices rather than treating social-media photographs as a complete recall list.

Where to look for the code

Check the bottom or side of both the jar and box under bright light. Photograph the full code rather than transcribing it from memory. The affected strings contain two groups separated by a full stop, so a partial match such as "2E122I" should be escalated to the seller, not declared unaffected.

If a sticker covers the original print, photograph both and do not remove product information until the return process is agreed.

Household containment

- Separate the affected or unresolved jar from daily cosmetics.
- Tell other household members not to use or discard it.
- Do not decant the cream into another container.
- Keep it away from children while awaiting instructions.
- Record when use stopped and any reaction observed.

If symptoms are involved

Healthcare advice should be based on the person's symptoms and exposure, not a generic internet diagnosis. Bring the product, batch photographs and dates of use. For severe or urgent symptoms, use the appropriate emergency care route.

Check the notice again before closing the file

Regulators can update recalls as investigations continue. Reopen HSA's current notice when the seller responds and before resuming use of unresolved stock. Record the date checked. Do not rely on a repost that omits later supplier-testing information.

Refund and safety are separate

A merchant remedy determines what happens to the purchase price. HSA's safety notice determines the use decision. A seller refusing a refund does not make an affected batch safe, and a refund does not prove that every batch was affected.

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