

Media Release

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Flex Gym - A headache for consumers

The Flex Gym home gym is being recalled after a consumer received facial lacerations and bruising when the pulley mechanism on his Flex Gym suddenly released during a workout.

The investigation by the Office of Consumer and Business Affairs (OCBA) of the home gym, sold exclusively through Big W, found that a design fault could lead to the nylon nuts, used to secure the pulley system, working loose.

Anyone with a Flex Gym at home is advised to stop using it until a repair kit is installed. Kits are available at no charge either from the store of purchase or by telephoning the Big W customer service department on 1800 251 311.

Acting Commissioner for Consumer Affairs, Judy Hughes said "People expect that the products they buy are safe to use. It is disappointing to find things like the Flex Gym that are not safe, and even worse when people get hurt using them."

"It is the trader's responsibility to ensure that the products they offer for sale are safe and meet any applicable safety standards."

Ms Hughes said that Big W had been cooperative in the investigation and in preparing a remedy for users of the Flex Gym. The home gym will not be available for sale again until the design fault has been rectified.

Consumers are also advised to take care when assembling any equipment bought as a kit. "Home fitness products, if poorly assembled, can be dangerous. Consumers should follow assembly instructions and ensure that they use any equipment correctly."

Consumers who use gym equipment are encouraged to check all parts regularly and set a maintenance program so they can find and repair worn or damaged parts before they cause injury.

OCBA regularly monitors products that are available for sale across the State. A list of banned and dangerous goods can be found on the OCBA website (www.ocba.sa.gov.au). Consumers and traders are encouraged to visit the website to check that particular products are safe, or telephone 8152 0732 or 131 882 for regional callers if they have any concerns.

If you wish to view/photograph the Flex Gym please contact Carolyn Warman on 8207 2370.



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