

Media Release



Government of South Australia

Office of Consumer and
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BURN NOTICE: A REMINDER TO FOLLOW PRODUCT RECALLS

Commissioner for Consumer Affairs, Anne Gale, has urged the community to avoid complacency when it comes to recall notices and, for their own safety, ensure that they stop using recalled products.

The warning follows a house fire in Ashford on Wednesday night which has been linked to the use of a faulty Loewe brand television set which was one of a number of televisions recalled in 2007. The televisions had been recalled for electrical reasons which had the potential to cause a fire, placing the lives and property of consumers at risk.

Ms Gale said that the woman involved in Wednesday's fire was fortunate enough to have escaped unharmed but the resultant blaze continued despite another person at the house unplugging the television.

"The safety of South Australians and their families is paramount and everyone has the right to feel confident that their home is free from hazard. Once warned about potential dangers, people should make it their priority to get rid of the suspect goods immediately. Wednesday's blaze should serve as a clear warning of the consequences of failing to be vigilant," Ms Gale said.

Loewe brand televisions were at the centre of a nationwide recall, following a number of domestic fires. The fault was sourced to 100hz models, produced by Loewe between March 1999 and October 2001. Recall notices were published in April 2007 in each State and Territory where Loewe televisions were being sold.

The notice specified that the television set might be defective with concern over soldering within the set. This fault could then potentially lead to the television overheating and therefore increase the risk of fire. At the time of the recall people were urged to disconnect the television from the power socket and arrange for a representative from Loewe to carry out an inspection.

"People who haven't already done so should contact Loewe's identification hotline on 1300 134 400. We don't want to see a tragedy that could have so easily been avoided," Ms Gale said.

“It is extremely risky to continue using recalled items, as we unfortunately saw Wednesday evening. Anyone owning one of these recalled televisions should stop using it immediately.

“Warnings are released to ensure people are made aware of any potential dangers associated with products. I cannot emphasise enough how important it is for everyone to follow the advice provided,” Ms Gale said.

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