

# PRODUCT WITHDRAWAL NOTIFICATION

**Re: Recall Notification - Fisher & Paykel Electric Cooktops sold in Australia since 2011**

These cooktops may not be earthed effectively, creating the possibility for an electrical shock to users if spilt liquids leak down into the electrical components through the cooktop's control panel and dials. Fisher & Paykel has received a small number of reports of this issue, but there have been no reports of injury.

## **Identifying your product:**

This recall applies to:

- Two models of Fisher & Paykel electric cooktop.
- Model numbers starting with CE604CB, CE604LB or CE905CB
- Serial number range beginning with 1, 2, 3, 4, BK, BL, BU, BY, EF, EI, ES
- These cooktops are ceramic glass, with the control panel and dials positioned at the front right

(NO other models of Fisher & Paykel cooktops – gas, induction, or electric with slide controls – are affected.)

To confirm if you have an affected product, you can check the model and serial number on the sticker on the back of your User Guide. Once in hand, simply **visit [www.fisherpaykel.com.au/recall](http://www.fisherpaykel.com.au/recall)** or free call **1300 023 350** (Mon-Fri 6am-7pm, Sat 7am-2pm AEDT) to arrange for a free repair by an authorised technician.

Without this User Guide, the model numbers and product codes are not easily accessible to as these are 'integrated' or 'in bench' cooktops. In this case, you still need to be in touch with us to arrange for a technician visit, and if required, repair your product free of charge.

## **Safety advice:**

You can continue to use the cooktop while awaiting repair.

However, do NOT continue to use the cooktop if:

- Any level of electric shock has been experienced – no matter how small.
- A spill of liquid reaches the control panel or dials.

In these cases the cooktop must be turned off at the wall immediately and not used until repaired by an authorised technician. We also suggest you let other members of your household know about these guidelines.

Customer satisfaction and Safety are our top priorities. We have a zero tolerance for products that do not perform to our high quality standards and waste no time in putting it right.

While the need to recall any product is disappointing, Fisher & Paykel stands by its products 100%.

We apologise for any inconvenience this may process may cause. We are committed to inspecting and repairing affected cooktops as quickly as possible.