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Product Safety: PS1035237

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Product Safety: PS Information

PS1035237

General

General	
PS No	PS1035237
Assigned To	PowerApps Admin
Source Type	Complaint
PS Status	Closed
PS Outcome	Progressed to Assessment
Progressed To	Research and Assessment
Division	
Subdivision	
Location	
External Agency Contact	
Investigation Complete	
Out of Jurisdiction	
Automatically Notify Contact	Yes
Referred To External Agency	
Action On	24/4/15 12:00 AM
Action By	PowerApps Admin

Source Details

Source Details

Assessment No: **PS1035237**

Assessment Overview

Assessment Overview	
Assessment No	PS1035237
Assessment Status	Closed
Assessment Outcome	Closed - low risk

Report No:

Report Overview

Report Overview	
Report No	
Contact Mode	
Report Status	
Report Status Reason	
Interpreter Call	
TTY	

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Description

Description	
Describe what happened	
<p>██████████ from the Swift Appliance Group spoke with ██████████ ACCC Hobart office regarding some incidents that have occurred involving Swift gas cooking appliances. There have been 5 reports of explosions without injury.</p> <p>The supplier states that it is due to incorrect installation, and has commenced action to request that consumers have the units inspected.</p>	
Provide details on why the product is being recalled	
What are the Hazards	
What is the ingredient that you do not want to disclose?	
Please explain why you think this ingredient should not be disclosed?	
Product Description	
Gas cooker for caravans	
Additional Information	
Tracking Numbers	
Trackit Project Id	
Trackit Matter Id	
PRA Numbers	0
MR No	
CH Record No	CHR15/1122
Sytadel Id	

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Web Details	
Web Reference No	
Submission Date	24/4/15 12:00 AM
Source Details	
Source Title	
Source Data Date	

Attachments

Name	Attachment Type	Marked to Publish	Trim Processing Status	Sequence No	Trim Reference No	Created On

Assessment Details

Assessment	
Injury Severity	
Category	
Private Recall	No
Assessed By	
Assessed On	

Advice

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Actions

Activity	Description	User Responsible	Start Date	Actual Completion Date	TRIM Record Number

Conducts

Section ID	Section Name	Act	ACL Classification	Alleged Conduct Type

Primary Contact Details

Primary Contact	
Anonymous	No
Preferred Title	
First Name	
Last Name	

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Address	
Address Line 1	
Address Line 2	
Address Line 3	
Town/Suburb	
State/Territory	
Overseas State/Territory	
Postcode	
Country	
Email/Website Details	
Email Address	
Website	
ABN Details	
ABN	
Position in organisation/business	
Phone Numbers	
Business Phone	
Home Phone	
Mobile Phone	
Primary Contact	
Permissions	
<i>Consent to disclose form details</i>	
The information I have given is true and correct to the best of my knowledge	

Has Nominated Representative	
We have a nominated representative	No
Nominated Representative/Agent	
Agency Name	
Contact First Name	
Contact Last Name	
Contact Position	

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Phone 1	
Email Address	
Address Line 1	
Address Line 2	
Town/Suburb	
State/Territory	
Postcode	
Overseas State/territory	
Agent Country	
Agency Contact	
Agency	

Product

Product Details	
Product Name	Gas cooker for caravans
Product Brand	
Product Model	
Regulated Product	No
Product Country of Manufacturer Known?	No
Country of Manufacture	
Country of Origin Known?	No
Product Country of Origin	
Product Category	
Campaign Number	

Age group intended for			
No specific age	No	00 Baby	No
01-03 Toddler	No	04-12 Child	No
13-19 Teen	No	20-64 Adult	No
65-84 Senior	No	85+ Elderly	No

Other Product Categories		
Name	Parent Category	GPC

Identifying Numbers	
Has Identifying Numbers	Unknown

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Has Electrical approval number		Electrical approval number	
Has GTIN		GTIN	
Has VIN		VIN	
Has SKU		SKU	
Other		Other Identifying Numbers	
Best before		Use by	

Are any of these identifying numbers on the actual product?

Has numbers?	Unknown	Actual Product Identifying Numbers	
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Retail Details

Recommended retail price	
Years in the Australian market	
Lifespan of the product (Approximately)	

Dates of supply

Sale From	Sale To
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Where was product supplied?

Nationally	No	NSW	No
VIC	No	ACT	No
NT	No	WA	No
SA	No	QLD	No
TAS	No	Online	No
International	No	Not known at this time	No

Countries where the product was exported

Countries	
Country Name	Country Code

I believe this product

Fails mandatory standards	No	Is banned	No
Has been recalled	No	Is Unsafe	No
Is complaint/safe	No		

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How was the product obtained?			
In store	No	Purchase date	
Online	No	Product Purchase Website	
Other	No	Product Purchased Other	
Contacted Supplier?			
Outcome of contact with supplier			
Other action taken			

Traders who sold the product

Traders	
Organisation Name	Email

Incident Details

Injury & incident details
Were there any near misses, injuries, illness or deaths resulting from use of this product
Were there any deaths or serious illness/injuries?
Submit a mandatory injury report now?

What occurred?			
Death	No	Number of deaths	
Serious Injury	No	Number of serious injuries	
Serious Illness	No	Number of serious illness	
Injuries	No	Number of injuries	
Illness	No	Number of illness	
Near miss	No	Number of near miss	
Type of incident nearly occurred		Treatment from a medical professional?	No

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Require hospital stay?	No	None of the above	No
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Total number of incidents	
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Death/Injury/Illness/Near Miss details					
Name of injured person	Sex	Email address	Age group of person injured	Injury date	Created On

Supply Chain

Supplier Type			
Importer	No	Exporter	No
Manufacturer	No	Retailer	No
Distributors	No	Wholesaler	No
Service Provider	No		
Other Supplier	No	Other Supplier Type	

Supplier Details			
Business Name	PS officer Hobart	Business ABN	
Supplier Phone 1		Business Email	
Business Phone 2		Business Website	
Address Line 1		Address Line 2	
Address Line 3		Suburb	
Supplier State		Overseas State	
Postcode		Country	
Business Organisation			

Other suppliers of the product being reported							
Business Name	Business ABN	Business Website	Business Email	Supplier Type	Address Line 1	Address Line 2	Business Organisation

Service Description	
Service Date	
Service Description	

Action Taken

Proposed remedies to be offered to consumers	
Full refund	No

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Replacement product	No
Repair - post consumer a repair kit	No
Repair - send technician	No
Repair - instore	No
Other	

Details of proposed remedies

What should consumers do?

Media Information

Marketing media used to sell the product

National newspaper	No	State newspaper	No
TV	No	Radio	No
In-Store	No	Catalogue	No
Online ordering –own website	No	Email subscription	No
Specialist Publications (Marketing)	No	Direct	No
Social media	No	Specify social media details	
Auction website	No	Specify auction website details	
Other media	No	Specify other media details	

Proposed methods to contact consumers

National newspaper	No	State newspaper	No
TV	No	Radio	No
In-store	No	Catalogue	No
Online ordering – own website	No	Email subscription	No
Loyalty/reprogram	No	Service campaign	No
Warranty/registration	No	Direct	No
Social media	No	Specify social media details	

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Auction website	No	Specify auction website details	
Other media	No	Specify other media details	

Quantities

Approximate affected quantities			
Total Quantity		Quantity imported into Australia	
Quantity in warehouse		Quantity in transit	
Quantity in market place		Quantity manufactured	
Quantity stock on shelves		Quantity exported from Australia	

Regulators Details

Home Regulator	ACCC	Other Home Regulator	
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Have you previously been in contact with a regulator about this product?	N/A
Name of Regulator	
Name of other Regulator	
Reference Number	

Related Product Safety

Active Product Safety						
Product Name	Business Name	Owner	PS Type	Created On	Injury Severity	PS No