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[REDACTED]

From: [REDACTED] on behalf of Product safety
Sent: Thursday, 30 April 2015 2:06 PM
To: [REDACTED] ACCC Recalls
Cc: [REDACTED]
Subject: RE: TRIM: Swift Appliance Group [SEC=UNCLASSIFIED]

Hi [REDACTED]

As requested, we have completed an initial assessment on this matter. The risk is significant. Details of the assessment are in [CHR15/1122](#). If you have any questions, please let me know.

Regards,

[REDACTED]
Project Officer | Recalls & Hazard Assessment Section, Product Safety Branch
Australian Competition & Consumer Commission
L34 360 Elizabeth Street, Melbourne Vic 3000
www.productsafety.gov.au | www.recalls.gov.au | www.accc.gov.au

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Please consider the environment before printing this email

From: [REDACTED]
Sent: Thursday, 23 April 2015 11:36 AM
To: Product safety
Subject: TRIM: FW: Swift Appliance Group [SEC=UNCLASSIFIED]
Importance: High

Good morning,

We have received information from ESV regarding Swift Appliance Groups caravan gas cookers. There have been 5 reports of explosions without injury. The supplier states that it is due to incorrect installation, and has commenced action to request that consumers have the units inspected.

Could you please do an assessment of the hazard and let me know the outcome? Please also let me know if any other reports have been received.

We would like to contact Swift Appliance Group shortly, so it would be much appreciated if the assessment was done as soon as possible.

If you have any questions please give me a call.

Kind regards,

[REDACTED]
Recalls Officer | Recalls & Hazard Assessment, Product Safety Branch

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Australian Competition & Consumer Commission

Level 2, 70 Collins Street Hobart TAS 7000

www.accc.gov.au

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Please consider the environment before printing this email

From: [redacted] [mailto:[redacted]@esv.vic.gov.au]

Sent: Tuesday, 21 April 2015 6:17 PM

To: [redacted]

Cc: [redacted]

Subject: RE: Swift Appliance Group

Importance: High

Hi [redacted]

As discussed today I have attached the current (Feb 2015) and previous (May 2014) installation instructions for Swift cookers. I have highlighted in yellow in both documents the information I believe is most relevant.

[redacted] has advised us that some caravan manufacturers do not include a wooden base in the cavity before installing the appliance and thus the appliance is supported from the bench top only where the appliance may be exposed to excessive flexing/vibration during transit which could result in fracturing of internal gas piping. Both the old and new instructions state adjacent to the cavity diagram the following:

"CAVITY TO BE SEALED FROM ANY OTHER AIR SPACE THAN THE ROOM IN WHICH THE UNIT IS INSTALLED"

I believe that [redacted] is of the view that the above statement indicates to the installer that the base of the cavity must be solid (e.g. wood panel) thus supporting the appliance from the base and hence not exposing the appliance to excessive vibration/ flexing during transit.

[redacted] has also pointed out that page 4 of the Feb 2015 instructions also states *"ENSURE THAT THE REAR OF THE OVEN FRAME IS SUPPORTED"*.

Based on the above [redacted] believes that the fault is with the installation and not the appliance. That is, in his opinion caravan manufacturers who have not installed a solid base in the cavity are at fault.

He has also advised us in writing today as follows:

"Our process of contacting customers was initially going to be through the national papers but advice from people in the industry including the ACCC was to contact all of the manufactures direct and request that they notify their customers"

I understand that to the best of your knowledge [redacted] had not spoken to anyone in your recall team and may have discussed with your general enquiry service.

I would appreciate if you could discuss with him tomorrow and advise ESV on the ACCC's view.

Regards

[redacted]
Manager, Type A Gas Appliance Safety
GIAS

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Level 1 Building 4
Brandon Office Park
540 Springvale Rd
Glen Waverley VIC 3150

[Redacted]
[Redacted]@esv.vic.gov.au

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For tips on electricity and g
safety, visit ESV's website a
www.esv.vic.gov.au

From: [Redacted]
Sent: Friday, 17 April 2015 4:54 PM
To: [Redacted]@accv.gov.au'
Cc: [Redacted]
Subject: Swift Appliance Group

Hi [Redacted]

I believe that you may have been speaking with [Redacted] from the Swift Appliance Group regarding some incidents that have occurred involving Swift gas cooking appliances. Can you please call me on Monday as I would like to discuss the issue with you.

Regards

**Manager, Type A Gas Appliance Safety
GIAS**

Level 1 Building 4
Brandon Office Park
540 Springvale Rd
Glen Waverley VIC 3150

[Redacted]
[Redacted]@esv.vic.gov.au

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For tips on electricity and gas safety, visit ESV's website
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