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Keniston Housing Association Limited
13 Artington Close
Farnborough
ORPINGTON
BR6 7UL

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We are writing to you regarding an important update to the tumble dryer modification programme Whirlpool UK Appliances Limited is currently undertaking. The modification programme relates to a potential safety concern Whirlpool identified with two types of tumble dryers manufactured between April 2004 and September 2015. In some rare cases, excess fluff can come into contact with the heating element and present a risk of fire.

Since the launch of this campaign, safety has been our number one priority. Throughout the modification programme, Whirlpool has been working with and reporting to the UK Authority, Trading Standards. We have consistently responded to the advice of Trading Standards and continue to do so.

Trading Standards confirmed, following an internal review by independent experts, that the modification programme remains the most effective way of resolving this issue. Trading Standards has also confirmed that our actions to date in this campaign have been undertaken diligently and responsibly.

Usage guidance of affected tumble dryers has recently changed, and Whirlpool requires anyone with an affected tumble dryer to **unplug and do not use** the tumble dryer before modification has taken place.

Since the beginning of the campaign, more than 3.8 million consumers have been directly contacted by letter. However, despite an unprecedented outreach and media campaign, some consumers have not yet registered for the modification.

Whirlpool is urging all housing associations, letting agents and landlords to ensure their tenants' tumble dryers have been checked to find out if it is an affected model. Please use the following guidance to ensure the safety of your tenants.

1. **Check the tumble dryer:** Whirlpool urges everyone who owns an Indesit, Hotpoint, Creda, Swan or Proline tumble dryer manufactured between April 2004 and September 2015 to check if it is affected and then register for a free modification if it is. Customers can do this using the model checker found on the following websites: <https://safety.hotpoint.eu/>, <https://safety.indesit.eu/>, and <https://safety-swan.eu>. Alternatively, customers can call Whirlpool directly on the dedicated freephone helpline on 0800 1510905.

2. **Follow the safety advice:** It is very important that agents and landlords notify all tenants with an affected dryer that they must follow the updated safety advice, which is to **unplug and do not use** their tumble dryers before modification has taken place.
3. **Book an appointment:** Once a customer has checked and confirmed their tumble dryer is affected, and registered for the modification, Whirlpool will arrange for an engineer to visit and perform the free of charge modification. The appointment should take approximately one hour. The improvements will further enhance the safety and quality of the tumble dryer.
4. **Register all appliances, whether new or old:** Whirlpool fully supports the AMDEA safety initiative, Register My Appliance, which enables manufacturers to identify and contact customers with greater ease, should there be a product safety notice. All appliances should be registered at the following website: www.registermyappliance.org.uk

Product safety has always been - and will always be - our chief concern at Whirlpool UK Appliances Ltd. We appreciate your assistance as we undertake this important modification programme.

Best Regards

Whirlpool Modification Team

** Swan and Proline are not brands that are owned by Whirlpool Corporation*