



## PRESS RELEASE

**FOR IMMEDIATE USE**

### Whirlpool issues washing machine safety warning

- Whirlpool prepares to recall certain *Hotpoint* and *Indesit* washing machines manufactured between October 2014 and February 2018 which can pose a potential fire safety risk
- Customers should call 0800 316 1442 or visit <https://washingmachinerecall.whirlpool.co.uk> to check if their appliance is affected
- Affected customers will be offered the choice of either a free-of-charge like-for-like replacement washing machine, or a free-of-charge in-home repair of their existing appliance
- To avoid all risk associated with the use of affected models, consumers should unplug their washing machines and not use them
- If nevertheless consumers do use their appliance, they should only use cold water cycles of 20C or lower as this significantly reduces the risk

**Peterborough, 13.00, 17<sup>th</sup> December 2019** – Whirlpool Corporation is alerting customers to a potential fire safety risk concerning certain models of *Hotpoint* and *Indesit* washing machines as it prepares to launch a product recall.

Owners of appliances purchased since 2014 are urged to contact Whirlpool immediately to check if their washing machine is one of the models affected.

Up to 519,000 washing machines sold in the UK may be affected.

Whirlpool's priority is ensuring people's safety, which is why it is notifying customers of the potential safety risk. Whirlpool is now working at full speed to build the necessary infrastructure so it can be ready to officially begin the recall in early January.

This involves doubling the size of its customer service team, hiring an additional 100 engineers, increasing its own delivery and collection capability, and seeking the support needed from third parties such as retail partners and logistics providers, without which the recall cannot be implemented.

To avoid all risk associated with the use of affected models, consumers should unplug their washing machines and not use them.

**Whirlpool UK Appliances Ltd**

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Registered Office: Peterborough PE2 9JB – Registered in London 106725 – VAT No 513936740

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If nevertheless consumers do use their appliance, they should only use cold water cycles of 20C or lower as this significantly reduces the risk. This is because the issue is associated with the washing machine's heating element being activated during washing cycles above 20C.

Under the recall, all affected customers will have the choice of either a free-of-charge like-for-like replacement washing machine, or a free-of-charge in-home repair of their existing appliance.

Jeff Noel, Vice President of Whirlpool Corporation, said: "We sincerely apologise for the inconvenience and concern this may cause to our customers, particularly over the Christmas period, but we hope people will understand that we are taking action because people's safety is our top priority.

"Preparing for a recall of this scale is a complex operation and we are working tirelessly to ensure we are ready to start offering replacements or repairs to our customers from early January."

The issue affects certain washing machines sold in the UK under the Hotpoint and Indesit brands that were manufactured between October 2014 and February 2018. It does not concern Whirlpool branded washing machines.

People can instantly check if their washing machine is affected by visiting <https://washingmachinerecall.whirlpool.co.uk>. This site includes an online model checker tool, as well as a full list of model numbers.

Alternatively, customers can call Whirlpool's freephone hotline 0800 316 1442 where an adviser can assist with checking their model and providing further information 7 days a week.

To check if a washing machine is potentially affected, customers will need both the model number and the serial number of the appliance. Both of these codes can be found inside the door, or alternatively on a label on the rear of the appliance. The website or call centre agents will guide customers to where to find these labels and what information to provide.

This issue was identified by Whirlpool's safety team, which carries out rigorous monitoring of the quality and safety of all the company's products on a constant basis.

No serious injuries have been reported.

Whirlpool proactively notified the Office for Product Safety and Standards (OPSS) - the UK product safety regulator - of the situation and committed to conducting a nationwide product recall. Whirlpool continues to cooperate fully with the OPSS through regular information updates.

Mr Noel added: "This is an issue we inherited from buying Indesit Company, but as the new owner, it is our responsibility to keep our customers safe. We are recalling these products because it is the right thing to do for people's safety and we will do whatever it takes to put the situation right for our customers.

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"By taking actions like this, we are bringing the company we acquired in line with Whirlpool's industry-leading global safety and quality standards."

## NOTES TO EDITORS

Under the recall, all affected customers will have the choice of either a free-of-charge like-for-like replacement washing machine, or a free-of-charge in-home repair of their existing appliance.

Under the replacement option, Whirlpool will collect and dispose of customers' affected washing machines and deliver the new products free-of-charge.

Full details of the implementation of these remedy options will be provided in early January.

The safety issue concerns the door lock system on certain washing machines. When the heating element in the washing machine is activated, in very rare cases a component in the door lock system can overheat, which, depending on product features, can pose a risk of fire.

Ahead of the recall launch, Whirlpool is taking numerous steps to be ready to resolve the issue as quickly as possible for customers:

These include:

- Doubling its call centre team to 800 customer service agents
- Sharply increasing production at its five washing machine factories in the region to prioritise the manufacture of like-for-like replacement models
- Increasing its engineer workforce to 1,100 and providing specialist training on the in-home modification
- Engaging third-party logistics support to undertake collection of affected washing machines from people's homes and delivery and installation of replacement appliances
- Setting up a dedicated website including an interactive model checker where customers can register their appliance as part of the recall, schedule their replacement or repair at a time and date that is convenient to them, and receive further information

From January, Whirlpool will begin an expanded and far-reaching publicity campaign to raise awareness to the recall, which will include:

- Taking out full-page adverts in numerous national and regional newspapers as well as prominent advertising space in online news media, popular magazines and social media
- Running a national radio advertising campaign

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- Contacting thousands of third-party organisations to spread the message - such as Fire and Rescue Services, local authorities, hospital and GP surgeries, charities, and safety organisations
- Issuing the recall notice via its online and social media channels
- Targeting vulnerable and hard-to-reach customers such as the elderly, disabled, and non-English speakers
- Writing directly to all registered owners of the affected appliances

—ENDS—

Whirlpool Corporation (NYSE:WHR) is the world's leading major home appliance company, with approximately \$21 billion in annual sales, 92,000 employees and 65 manufacturing and technology research centers in 2018. The company markets *Whirlpool*, *KitchenAid*, *Maytag*, *Consul*, *Brastemp*, *Amana*, *Bauknecht*, *JennAir*, *Indesit* and other major brand names in nearly every country throughout the world..

In Europe, Middle East and Africa (EMEA) it has approximately 22,000 employees, a sales presence in more than 30 countries and manufacturing sites in seven countries. Whirlpool EMEA is an operating segment of Whirlpool Corporation. Whirlpool Corp.'s EMEA Headquarters are located in Pero (MI), Italy. Additional information about the company can be found at [WhirlpoolCorp.com](http://WhirlpoolCorp.com) or find us on [LinkedIn](#), [Twitter](#) and [Medium](#).

Whirlpool acquired Indesit Company in late 2014, including the Hotpoint and Indesit brands.

#### CAUTIONARY STATEMENT REGARDING FORWARD-LOOKING STATEMENTS

Certain statements in this press release relating to the recall and actions thereunder constitute, pursuant to U.S. federal laws, so-called "forward-looking statements." These statements reflect management's current expectations regarding future events. These forward-looking statements are made with reference to the date of this press release and, except as expressly required by applicable law, Whirlpool Corporation assumes no obligation to update or revise them for new events or circumstances.

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## **Q&A**

### **Which washing machines are being recalled?**

Whirlpool is recalling a limited number of washing machines sold in the UK and Ireland under the Hotpoint and Indesit brands that were manufactured between October 2014 and February 2018. Please note, no Whirlpool branded machines are affected.

### **How can I find out if I own an affected machine?**

You can check if your washing machine is affected by this recall by visiting <https://washingmachinerecall.whirlpool.co.uk> [<https://washingmachinerecall.whirlpool.ie> for Ireland]. This site includes an online model checker tool, as well as a full list of model numbers. Alternatively, customers can call our freephone hotline 0800 316 1442 [0818 903 281 for Ireland] where one of our advisers can assist with checking their model and providing further information.

### **What are you offering affected customers?**

Under the recall, all affected customers will have the choice of either a free-of-charge like-for-like replacement washing machine, or a free-of-charge in-home repair of their existing appliance.

If customers choose the replacement option, Whirlpool will collect and dispose of their affected washing machines and deliver their new products free-of-charge.

### **What should I do with my affected washing machine between now and when you recall them?**

To avoid all risk associated with the use of affected models, customers should unplug their washing machines and not use them.

If nevertheless customers do use their appliance, they should only use cold water cycles of 20C or lower as this significantly reduces the risk. This is because the issue is associated with the washing machine's heating element being activated during washing cycles above 20C.

### **Next steps**

This is a complex operation but we will be working tirelessly over the festive period to ensure we are ready to start offering resolutions to customers from early January. In order to do this, we are doubling the size of our customer service team, increasing our engineer workforce to 1,100 and building up our delivery and collection capability.

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## Whirlpool Washing Machine Recall – Official Model List

### 17/12/19

COMMERCIAL CODE	BRAND
FML 742P UK	Hotpoint
WMAOD 743G UK	Hotpoint
WMAOD 743P UK	Hotpoint
WMAQB 721P UK.M	Hotpoint
WMAQC 641P UK.M	Hotpoint
WMAQC 741G UK	Hotpoint
WMAQC 741P UK	Hotpoint
WMAQC 741P UK.M	Hotpoint
WMAQF 621G UK	Hotpoint
WMAQF 621P UK	Hotpoint
WMAQF 641 P UK.M	Hotpoint
WMAQF 721G UK	Hotpoint
WMAQF 721P UK.M	Hotpoint
WMAQL 621G UK	Hotpoint
WMBF 742G UK	Hotpoint
WMBF 742K UK	Hotpoint
WMBF 742P UK	Hotpoint
WMBF 742P UK.M	Hotpoint
WMBF 763P UK	Hotpoint
WMEF 722 BC UK	Hotpoint
WMEF 742 P UK	Hotpoint
WMEUF 722P UK	Hotpoint
WMEUF 743G UK	Hotpoint
WMEUF 743P UK	Hotpoint
WMFG 741P UK	Hotpoint
WMFG 741P UK.M	Hotpoint
WMFUG 742 P UK.M	Hotpoint
WMFUG 742G UK	Hotpoint
WMFUG 742P UK	Hotpoint
WMFUG 842P UK.M	Hotpoint
WMJLF 842P UK	Hotpoint
WMJLL 742P UK	Hotpoint
WMSAQG 621P UK	Hotpoint
WMXTF 742G UK	Hotpoint
WMXTF 742K UK	Hotpoint
WMXTF 742P UK	Hotpoint
WMXTF 742P UK.M	Hotpoint
WMXTF 842P UK.M	Hotpoint
WMYL 7151PS UK	Hotpoint
XWA 81252X K UK	Indesit
XWA 81252X W UK	Indesit
XWD 71452X K UK	Indesit

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