

Clearinghouse Record

CHR number CHR12/500

Title Information Centre

Date created 8/02/2012

Data date 8/02/2012

Source type Complaint

Source Information Centre

Synopsis MODEL PC1070
BRAND Gasmate
BATCH NAME/NUMBER
MANUFACTURER Gasmate
DESCRIPTION
Portable gas stove with disposable gas cartridge

PROBLEM

The gas cartridge can leak if the stove is carried in its case with the cartridge pointing down. It should not be possible until the front lever is pushed down. This resulted in my car boot filling with gas even without driving the car.. I can email photos if required

WHY REPORTING

Almost had an accident:true
Received an injury: false
Believe it is banned or fails mandatory safety requirements: true

INJURY OR ILLNESS

Admitted to hospital: false

ACTION TAKEN

Complained to supplier: false
Returned product to supplier: false
Asked supplier for a refund: false
Returned product to place of purchase: false
Other: nil, national action needed

OUTCOME

banned or modified

State occurred



From matter 1211688

Current status Assessed

Assessed date 8/03/2012

Notes:

"Friday, 9 March 2012 at 11:41:48 AM (GMT+08:00) Kinneraly, Stephen:"
Phone call from Stephen Light of Sitro. Stephen advised that instructions of product advise that gas cartridge should not be in product unless it is being used. Stephen advises that they sell 400,000 units of this product per year with no similar complaints. Stephen will e-mail product instructions.

"Thursday, 8 March 2012 at 1:17:06 PM (GMT+08:00) Kinneraly, Stephen:"
Phoned Sitro (03) 9543 9533 - person responsible for product has left for the day. Message left for him to call me tomorrow.

Complainant: [REDACTED]
Trader Name: Sitro Group Australia Pty Ltd

Advice/Pamphlets Sent: Dias ACCC role in relation to product safety. Advised that information passed to

PS team and provided info in Consumer guarantees re unsafe products.

Clearinghouse Product(s)

		Regulated?	Usage
Name	Gasmate portable gas stove	Unregulated	<i>Product failure</i>
Description	MODEL PC1070 BRAND Gasmate BATCH NAME/NUMBER MANUFACTURER Gasmate DESCRIPTION Portable gas stove with disposable gas cartridge		
ICECI code	98.03.98 Other specified camping equipment		
Identifying no.	-		
Trader	Sitro Group Australia Pty Ltd		
Manufacturer			
Made in			

Clearinghouse Assessment

CHA Record No. CHA12/603

Hazard Potential burn hazard should gas cartridge leak and catch alight. Consumer was concerned that his car boot filled with gas when he stored the product in its case with the gas cartridge pointing down - no injuries reported.

Justification Trader has provided product instructions which state "Remove the gas cartridge when not in use" and "DO NOT store in the glove compartment or boot of your car". Trader is unaware of similar complaints of this nature and sells over 400,000 units each year.

Type STANDARD

Risk REMOTE

Decision No further Action

Assessed Date 9/03/2012

Registered Date 9/03/2012

Assessor Kinnersly,
Stephen

Assignee Kinnersly,
Stephen

Track Project ID

Notes