

## Progress report for Watts Clever (Australia) Limited—Standby Power Controller (SPC) (Power Board)

Progress report number: 1169  
Recall PRA Number: 2012/13256  
Date created: 11<sup>th</sup> December 2012

### Product Name

Watts Clever (Australia) Limited—Standby Power Controller (SPC) (Power Board)

### Supplier Name

Watts Clever (Australia) Limited

### Quantity affected

52800

### Quantity remedied (consumers)

10792

### Quantity unaccounted for (consumers)

3249

### Quantity remedied (suppliers)

38390

### Quantity unaccounted (suppliers)

369

### Details of complaints received regarding the product being recalled

Receiving few complaints now.

### Details of complaints received regarding the recall process

The main complaint is that people have to be home and trying to find a convenient time is sometimes difficult.

### Additional information/comments

The recall should be complete in the near future with only 331 remaining houses to contact.

### Level of response received from each advertising medium

Letters have been sent to each household, plus a phone call to each household, a site visit and additional phone call where required.

### Details of changes to the original communication strategy

As per last report households are rung prior to a co-ordinator visiting the area.