

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

Progress report number: 1307  
Recall PRA Number: 2012/13256  
Date created: 15<sup>th</sup> February 2013

### Product Name

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

### Supplier Name

Watts Clever (Australia) Limited

### Quantity affected

52800

### Quantity remedied (consumers)

11067

### Quantity unaccounted for (consumers)

2974

### Quantity remedied (suppliers)

38510

### Quantity unaccounted (suppliers)

249

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

No further complaints received.

### Details of complaints received regarding the recall process

No further complaints received.

### Level of response received from each advertising medium

The direct mail, phone calls and field visits has resulted in 79% of boards installed being remedied. The remaining people received a letter, a phone call (messages were left where possible), a site visit with two 'Sorry we missed you' flyers asking the person to call the Watts Clever office regarding the recall, one left under the door and the second in the letter box and finally a follow up phone call (messages were left where required).

### Finalisation of recall

#### The following action(s) were taken on returned products

- Disposed of
- Defect rectified

#### Evidence of disposal

-  Power boards destruction receipt.pdf (270.7 KB)

#### Disposal description

Retrieved product was taken to Knox transfer station to be destroyed and the Internals recycled where possible. In total 8900 boards were destroyed, the balance of 2,167 had already been destroyed by the resident.

#### Evidence of defect rectification

-  Watts Clever Rework Procedure 2012\_08\_24.pdf (763.6 KB)
-  Watts Clever ES-AUS1111 Review - ECS0021 .pdf (286.7 KB)

#### Defect rectification description

See attached.

#### Cause of product defect

Design fault

#### Details of cause of defect

Global company ITS completed the initial safety report on the product and made an error on the test report stating the product had earthing continuity when it did not. This report was sent to SAA and was passed for Australian safety standards. The product was manufactured to the ITS test report safety standards.

#### Supply chain notification evidence

-  ESC email re recall.pdf (79.5 KB)

#### Supply chain notification description

All customers were phoned by [REDACTED] (Director) or [REDACTED] (Director) and asked to stop installing immediately and locate and quarantine all product supplied. The ESC also sent an email to all customers (including potential customers) to advise about the recall and that the product had been suspended from the VEET scheme as of 7 August 2012.

#### Total cost of recall

\$575000.00

KNOX TRANSFER STATION PTY LTD  
www.knoxtransferstation.com.au  
251 George St. WANTIRNA SOUTH VIC 3152  
Phone: 03 9887 4222  
A.B.N. : 70 605 920 175

TAX INVOICE / RECEIPT No : 239076

Payment: CASH  
Time : 12:50 Date : 22/01/2013  
Rego : YQJB94  
Customer: CASH CUSTOMER  
Product : 3 x Acc Ute/Van Mixed Wa  
Comments : 8900 power boards to be destroy  
ed

Operator: Peter

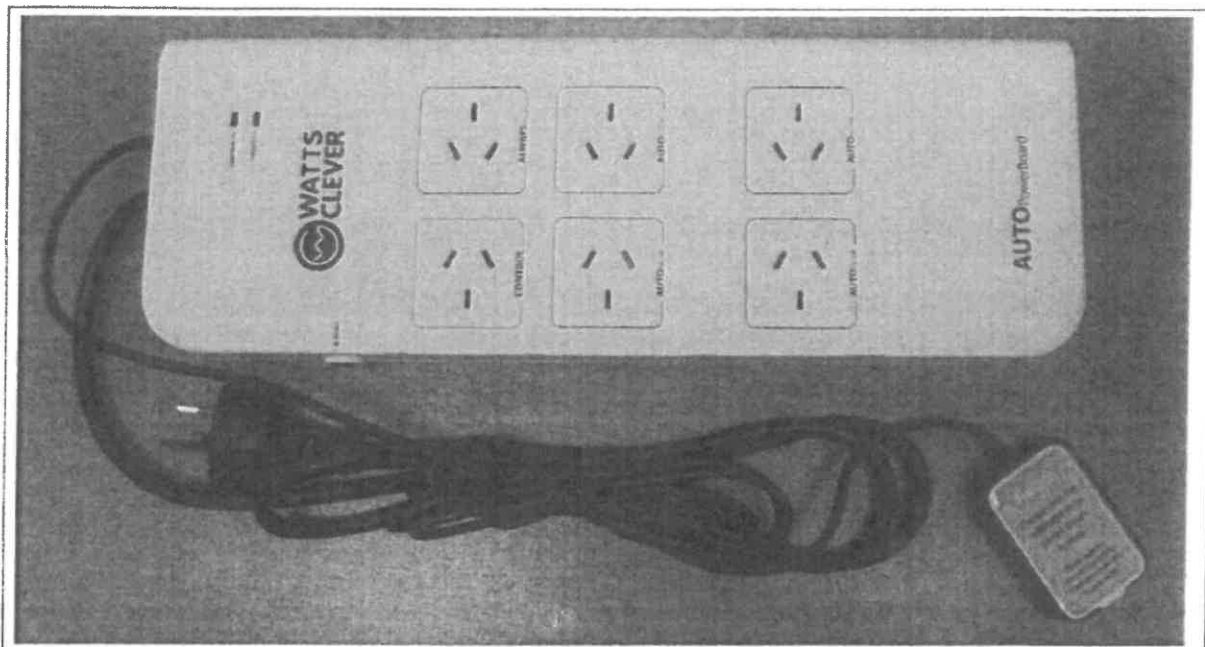


Black & White Engineering  
Solutions Pty Limited

T: +61 2 9773 7000  
F: +61 2 9773 0700  
A: 273 Milperra Road  
Revesby (Sydney)  
NSW 2212 Australia

**REWORK PROCEDURE**

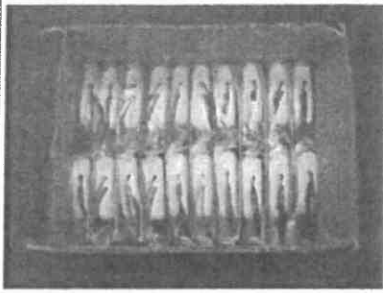

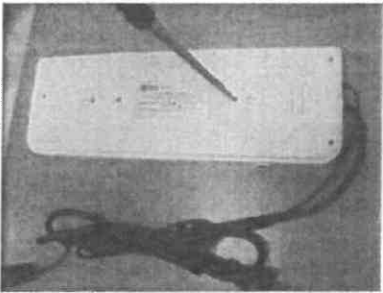
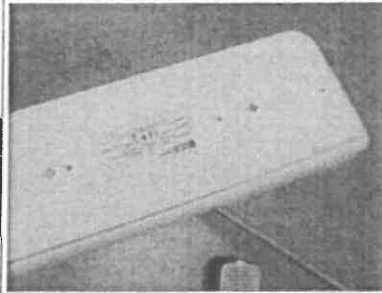
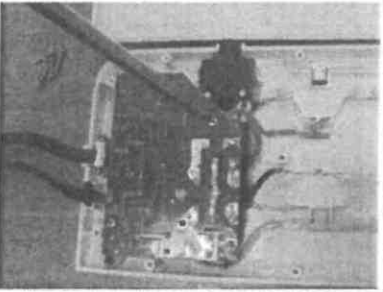
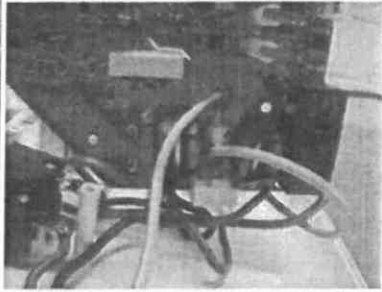
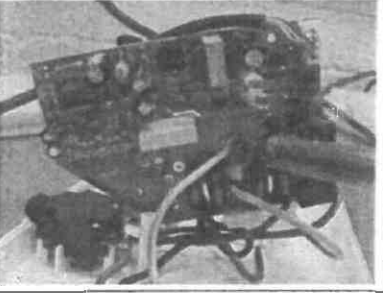
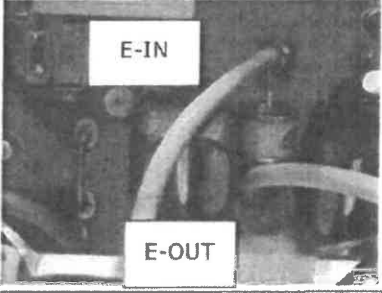
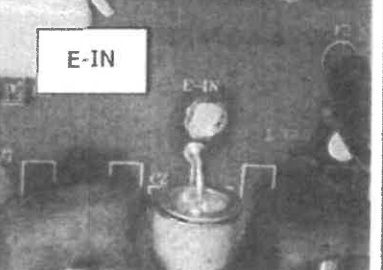
<b>To:</b>	[REDACTED]	<b>Copy:</b>	[REDACTED]
<b>Attention:</b>		<b>Date:</b>	24 <sup>th</sup> August 2012
<b>From:</b>	[REDACTED]	<b>Reference:</b>	3817 Revision 2
<b>Subject:</b>	Watts Clever Rework Procedure		



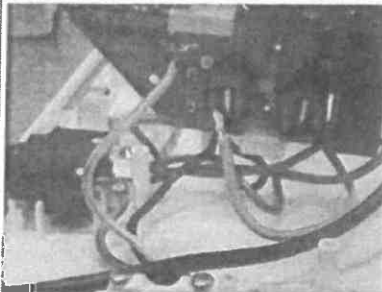

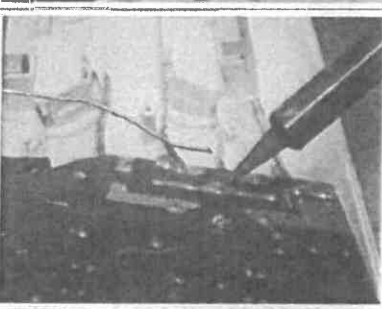
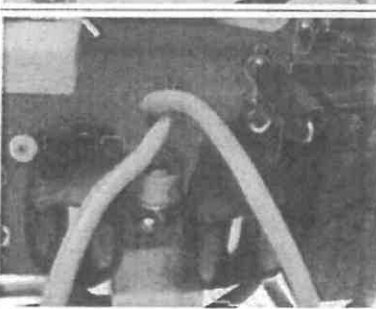

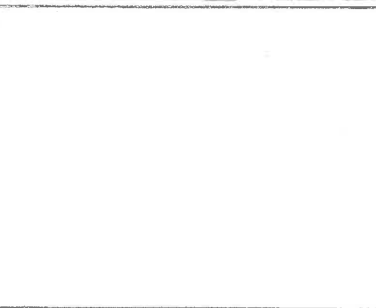
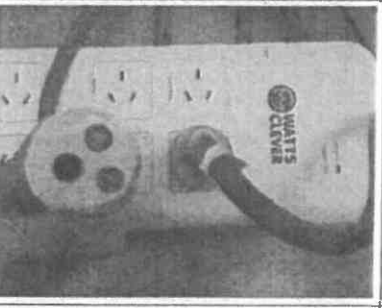

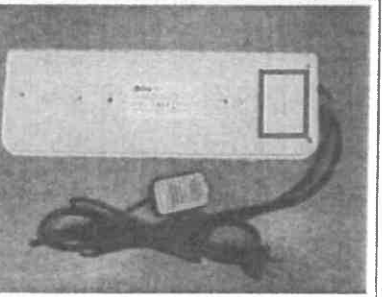
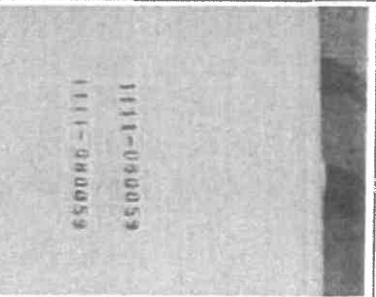
**Equipment and Consumables**

Electric Screwdriver	
Driver	
Cutters	
Strippers	
Soldering Iron	
Solder	
Labels	


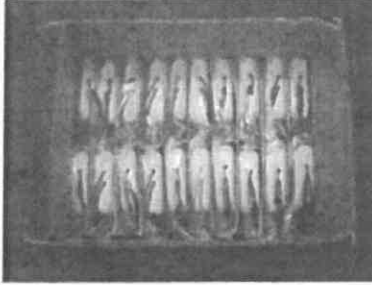
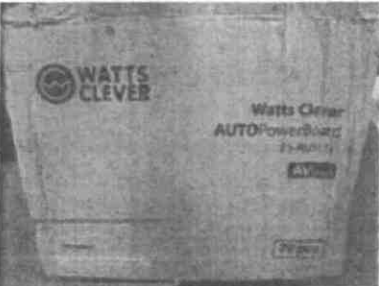
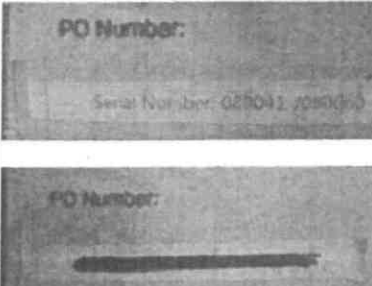
*The information contained in this document (including any attachments) is believed to be true and accurate. The document (including any attachments) has been prepared by BWES, based on the available information at the time it was compiled. The information contained in this document (including any attachments) should be used as a guide only and may cease to be applicable if the product's design or application is altered. BWES does not take responsibility for any interpretation or decisions made by any party on the information provided in this document (including any attachments). This document, together with any attachments, is for the exclusive and confidential use of the addressee(s). Any other distribution, use or reproduction without the author's prior consent is unauthorized and strictly prohibited. BWES will not be responsible for any injury, loss or damage suffered by any party who is not the intended recipient of this document (including any attachments) acting or relying on any information or advice contained in this document (including any attachments).*

1	Unpack units from carton (20 units per carton). Separate plastic bag, cardboard wrap and instruction manual for repacking.		
2	Unscrew the unit (5 screws). Separate the bottom cover from the unit.		
3	Unscrew the PCB (2 screws) to expose the top of the PCB.		
4	Unsolder the earth wires and remove from the PCB.		
5	Clean out the earth hole labeled as "E-IN", this is where the earth wires will be connected.		

*The information contained in this document (including any attachments) is believed to be true and accurate. The document (including any attachments) has been prepared by BWES, based on the available information at the time it was compiled. The information contained in this document (including any attachments) should be used as a guide only and may cease to be applicable if the product's design or appearance is altered. BWES does not take responsibility for any interpretation or decisions made by any party on the information provided in this document (including any attachments). This document, together with any attachments, is for the exclusive and confidential use of the addressee(s). Any other distribution, use or reproduction without the author's prior consent is unauthorized and strictly prohibited. BWES will not be responsible for any injury, loss or damage suffered by any party who is not the intended recipient of this document (including any attachments) acting or relying on any information or advice contained in this document (including any attachments).*

<p>6</p>	<p>Cut solder from earth wires. Strip the insulation from the earth wires, exposing 5mm of wire. Twist earth wires together.</p>		
<p>7</p>	<p>Resolder the twisted earth wires into the location "E-IN" as shown.</p>		
<p>8</p>	<p>Assemble unit. Screwing the PCB to the top cover. Screwing the bottom cover to the top cover.</p>		
<p>9</p>	<p>Test earth continuity through using a socket checker.  <b>PASS</b> – RED and GREEN light on. The rewiring is successful.  <b>FAIL</b> – only RED light on. The unit needs to be reworked.</p>		
<p>10</p>	<p>Remove the two stickers on the base of the unit. Clean the residue from stickers.</p>		

The information contained in this document (including any attachments) is believed to be true and accurate. The document (including any attachments) has been prepared by BWES, based on the available information at the time it was compiled. The information contained in this document (including any attachments) should be used as a guide only and may cease to be applicable if the product's design or application is altered. BWES does not take responsibility for any interpretation or decisions made by any party on the information provided in this document (including any attachments). This document, together with any attachments, is for the exclusive and confidential use of the addressee(s). Any other distribution, use or reproduction without the author's prior consent is unauthorized and strictly prohibited. BWES will not be responsible for any injury, loss or damage suffered by any party who is not the intended recipient of this document (including any attachments) acting or relying on any information or advice contained in this document (including any attachments).

11	Attach two new stickers to the base of the unit.	<b>NEED PHOTOS</b>	
12	Clean the unit of dust and markings.		
13	Repack the unit with the cardboard wrap and plastic bag. Ensure that the instruction manuals are inside the cardboard wrap. Repack finished units into cartons, with 20 units per carton.		
14	Black out the serial number reference on both sides of the carton as shown.		

*The information contained in this document (including any attachments) is believed to be true and accurate. The document (including any attachments) has been prepared by BWES, based on the available information at the time it was compiled. The information contained in this document (including any attachments) should be used as a guide only and may cease to be applicable if the product's design or application is altered. BWES does not take responsibility for any interpretation or decisions made by any party on the information provided in this document (including any attachments). This document, together with any attachments, is for the exclusive and confidential use of the addressee(s). Any other distribution, use or reproduction without the author's prior consent is unauthorized and strictly prohibited. BWES will not be responsible for any injury, loss or damage suffered by any party who is not the intended recipient of this document (including any attachments) acting or relying on any information or advice contained in this document (including any attachments).*

9 August 2012

Manager Equipment Safety  
Energy Safe Victoria  
Level 5, Building 2  
4 Riverside Quay  
Southbank VIC 3006

Assessment of modified earthing method - Watts Clever Model – ES-AUS1111 AV Board

This device has been assessed under AS/NZS 3105:2007 (Incorporating Amendment No. 1) in relation to Clause 4.7 Earthing continuity only.

Section (a) – Pass, Section (b) Pass

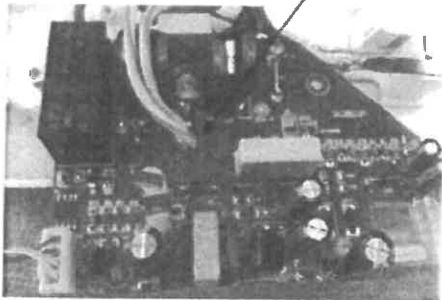
This device has also been assessed under AS/NZS 3100:2009 (Incorporating Amendment No.1) in relation to Section 5 only.

5.3.2 Method of making the earth connection

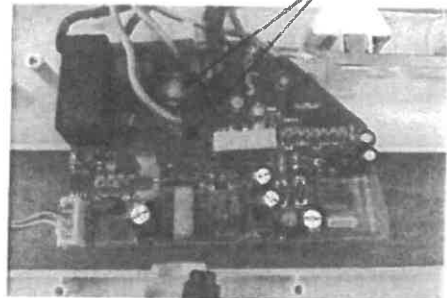
Section (c) Other approved means – Pass

The revised method of the earth connection from the supply cord earth to the power board earth rail is via a twisted and soldered connection to the printed circuit board.

Revised Earth Connection



Existing Earth Connection

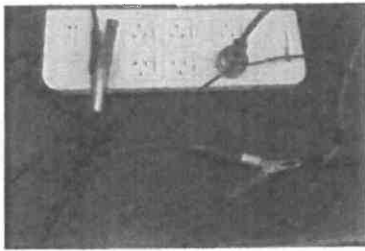


## 5.3.4 Resistance of earthing connection.

Resistance calculated under Clause 8.4 is 0.058 ohms – Pass

Test method:

Resistance calculated by measuring the voltage drop between the earth connector of the supply plug and the furthest outlet at 12V AC at a constant current of 25 Amps.



## 5.3.5 Printed conductors

The earth connection is via common point on a printed circuit board but does rely on printed track for continuity of the earth – Pass

Other observations:

The length of the earth conductor from the cable clamp to the printed circuit board is identical in the revised version to the original version.

Yours truly

[Redacted Signature]

[Redacted Name]

Principle Consultant



---

Subject: Fw: Suspension of Watts Clever SPC product approval

Date: Thursday, 9 August 2012 7:53 AM

From: [REDACTED]

To: [REDACTED]

[REDACTED]

Below is the email the Commission has sent to the 12 APs approved to install Watts Clever SPCs under the VEET scheme. I will keep you updated on developments.

Regards

[REDACTED]

*Manager VEET*

*Essential Services Commission*

*Level 2, 35 Spring St, Melbourne 3000*

[REDACTED]

----- Forwarded by [REDACTED]/ESC on 08/08/2012 04:13 PM -----

From: VEET/ESC

To:

Date: 07/08/2012 04:53 PM

Subject: Suspension of Watts Clever SPC product approval

---

Dear VEET participant,

You recently received approval for installation of two standby power controllers (SPCs) supplied by Watts Clever Australia Pty Ltd, model numbers ES-AUS1111 and ES-AUS1110. This approval is suspended effective immediately due to safety issues and associated recall of these products by the manufacturer.

**Installations of these SPCs should discontinue immediately until further notice.**

The VEEC creation system has been disabled for the time being for installations of these SPCs. The Commission will provide further advice as soon as practicable.

Regards

Scheme Administrator

Victorian Energy Efficiency Target Scheme

Essential Services Commission

T: 03 9651 4911 | Level 2, 35 Spring Street, Melbourne 3000 | E: veet@esc.vic.gov.au

<mailto:veet@esc.vic.gov.au>

\*\*\*\*\*  
\*\*\*\*\*

The information in this email is confidential and intended only for the use of the named recipient. If you have received this email in error please delete it immediately from your system and inform us by return email. If you are not the intended recipient, any dissemination, copying or use of the information is strictly prohibited.

This email and any attachments are also subject to copyright. No part of the email or attachments may be reproduced or transmitted without the written permission of the copyright owner.