

FILE CLOSE-OFF FORM**PRA NO.** 2012/13256**SUPPLIER** Watts Clever (Australia) Limited**PRODUCT** Standby Power Controller (SPC) (Power Board)**NOTIFICATION RECEIVED ON** 9 August 2012**TRACKIT NO.** 49459

HAZARD/DEFECT The product does not comply with Australian safety standards as the earthing wire is connected incorrectly. If the power board is used incorrectly or with faulty appliances, this could result in an electric shock.

ACTION TAKEN BY SUPPLIER

Direct customer contact by mail, phone calls and field visits. The company followed up any contact.

OUTCOME**Number of units affected** 52800**Number of units returned** 49577**TOTAL Success Rate %** 93.9%**Consumer Success Rate %** 21%**Supply Chain Success Rate %** 72.9%**SUPPORTING DOCUMENTATION:**Final ReportInitial Risk Assessment - SignificantFinal Risk Assessment - Moderate**RECOMMENDATION**

This company has conducted adequate assessments of the failure and quickly identified the defect with the product. The company then undertook extensive initial and follow-up communication with consumers. With the involvement of the Essential Services Commission Victoria (VEETS/ESC), a high recovery rate of 93.9% has been achieved. Accordingly, the reduced availability of the product has resulted in the decrease noted in the final risk assessment.

Given the high success rate and reduced risk assessment, it appears that further monitoring and advertisement of this recall is therefore unwarranted.

Graeme McLeod
10 September 2013

Dean Wright
Assistant Director
Recalls & Hazard Assessment Section