

Leach, Joshua

From: Peter Kemp <Peter.Kemp@services.nsw.gov.au>
Sent: Thursday, 20 June 2013 3:42 PM
To: Bonfield, Miles; Corbett, Jim; Dewan, Suman; Emrose, Mark ; Fraser, Neil; Harvey, Dennis; Hudson, Trevor; Leach, Joshua; Millhouse, Tony; Morfee, Peter; Murdoch, Adam; Neil, Reg; Queensland, Regulator; Smith, Robin; Buckley, Kylie; Collins, Lynelle; Cooper, Michael; Mullan, Teresa; Smith, Bill; Tansey, John
Cc: BERNOTAS, ANDREW; Collins, Lynelle; Dunbar, Michael; Martin, David; Myers, Matthew; TOOLE, GLENN; Tsukamoto, Takeyoshi; VanKeimpema, Donald; Walker, Bradley; West, Graham; ZHOU, NICK
Subject: Recall of Vitalcall Medical assistance equipment - 13 June 2013
Attachments: VITALCALL - recall notice template.doc; Customer Letter ERICA_final.DOCX; Customer Letter MK9_final - High risk.DOCX

Follow Up Flag: Follow up
Flag Status: Flagged

Colleagues

Please find attached information related to a voluntary recall conducted by the supplier on 13 June 2013

Regards,

Peter Kemp | Senior Investigator

NSW Fair Trading, Home Building Service, Energy and Utilities
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FAIR TRADING NSW
NOTIFICATION OF ELECTRICAL ARTICLE RECALL
Issued 13/06/2013.

Type of Recall-	Voluntary
Product Name & Identification	VITALCALL ERICA UNIT – PEARL PENDANTS VITALCALL MK9 PLUG-IN POWER ADAPTORS MODEL NUMBER A35S0900300
Issued by:	Chubb Fire & Security Ltd T/A Vitalcall
Known Suppliers	As above
Reason for Recall	Faulty plastic cabinet – potential shock risk
Fair Trading Involvement	Home Regulator
Date of Publication of the Notice & Media Outlets Involved	No Publications – all customers known to supplier and contacted directly
Other Information and Comments	

Peter Kemp 10/

IMPORTANT COMMUNICATION REGARDING YOUR VITALCALL UNIT – PLEASE READ

Ms Victoria Greene
Address 1
Address 2
SUBURB NSW POSTCODE

Dear xxx

**RE: PRODUCT SAFETY RECALL
VITALCALL ERICA UNIT – PEARL PENDANTS**

We are writing to you as our records show that you have a VitalCall unit Model ERICA and pearl pendant.

VitalCall has recently detected a quality issue with the type of pearl pendant supplied with VitalCall units of the model ERICA. In some circumstances, when certain types of chemicals (for example, some perfumes, mosquito repellent (Deet), hair conditioners, Spray N Wipe, tea tree oil and fatty acids) come in contact with the pearl pendant, it may result in cracks appearing on the pendant. This has the potential to compromise the pearl pendant's functionality, particularly the waterproofing, which may result in it not functioning in an emergency

VitalCall is therefore conducting a product recall of the pearl pendant.

VitalCall is committed to ensuring our customers remain independent and safe in the comfort of their own home. For over three decades, VitalCall has helped over 200,000 Australians to remain safe at home — 24 hours a day, 7 days a week.

What you should do:

- 1 Please read carefully the Product Safety Recall Notice and Frequently Asked Questions documents enclosed with this letter.
- 2 For your safety and peace of mind, VitalCall will send you a new replacement pendant in the next few weeks with instructions on how to set up your new pendant and return your old pendant. If you have not received your new pendant within six weeks of receiving this letter, please press your pendant and advise the response operator.
- 3 If you notice cracks on your pendant before your replacement pendant arrives, please contact us immediately using one of the methods set out below. If there are cracks on your pendant, do not use it in the shower or allow it to get wet.

- 4 **Do not** let the pendant come into contact with any chemicals including: **Perfumes, Fatty acids, Mosquito repellent (Deet), Hair conditioners, Spray N Wipe (ammonia) and Tea tree oil.**
- 5 Test your pendant every day (if there are cracks) or every week (if there are no cracks) by pressing it and letting the response operator know that you are only testing.

If you have any questions in relation to this notice or if you are unsure whether your VitalCall unit is affected by the notice, please contact us by doing any of the following:

- Call us on 1300 880 396 (9:00am to 5:00pm, 7 days a week)
- Press your VitalCall pendant (24 hours a day, 7 days a week)
- Email us at customer.service@vitalcall.com.au

Yours faithfully,



John Hallam

Director, VitalCall

**PLEASE READ THE ATTACHED PRODUCT SAFETY
RECALL NOTICE CAREFULLY.**

**WE HAVE ALSO ATTACHED SOME FREQUENTLY
ASKED QUESTIONS WHICH WE ALSO ENCOURAGE
YOU TO READ CAREFULLY.**

Product Safety Recall

VITALCALL ERICA UNIT PEARL PENDANT

VitalCall model ERICA Unit



Pearl Pendant



PEARL PENDANT USED WITH VITALCALL ERICA UNIT PROVIDED TO CUSTOMERS BETWEEN 1ST JAN 2012 – 15TH MAY 2013

DEFECT:

In some circumstances, when certain types of chemicals come into contact with the ERICA unit pearl pendant it may result in cracks appearing on the pendant, which has the potential to compromise its functionality, including waterproofing. The chemicals include but are not limited to:

Perfumes, Fatty acids, Mosquito repellent (Deet), Hair conditioners, Spray N Wipe (ammonia), Tea tree oil

HAZARD:

If the pendant develops cracks, it may compromise the waterproofing and not function in an emergency.

WHAT TO DO IF YOU HAVE THIS PRODUCT:

1. **Check your pendant for cracks.** If you see a crack, contact VitalCall immediately, as set out below. Do not use your pendant in the shower or allow it to get wet.
2. Even if your pendant is not cracked, VitalCall will send you a replacement pendant and easy to follow instructions on how to set up your new pendant and return your old pendant.
3. If you have not received your new pendant within six weeks of receiving this notice, please press your pendant and advise the response operator.
4. **DO NOT** let the pendant come in contact with any chemicals, particularly those listed above.
5. Test your pendant every day (if there are cracks) or every week (if there are no cracks) by pressing it and letting the response operator know that you are only testing.

HOW TO CONTACT VITALCALL:

- Tel: 1300 880 396 (9:00am to 5:00pm, 7 days a week)
- Pressing your VitalCall pendant (24 hours a day, 7 days a week)
- Website: www.vitalcall.com.au Email: customer.service@vitalcall.com.au

See www.recalls.gov.au for
Australian Product Recall Information

IMPORTANT COMMUNICATION REGARDING YOUR VITALCALL UNIT – PLEASE READ

Ms Victoria Greene
Address 1
Address 2
SUBURB NSW POSTCODE

Dear xxx

**RE: PRODUCT SAFETY RECALL
VITALCALL MK9 PLUG-IN POWER ADAPTORS MODEL NUMBER A35S0900300**

We are writing to you as our records show that you have a VitalCall unit Model MK9 and a plug-in power adaptor with the model number A35S0900300.

VitalCall has recently detected a quality issue with this type of plug-in power adaptor (model number A35S0900300), which were supplied with your VitalCall unit Model MK9. When force is applied to these plug-in power adaptors, or when the adaptor is removed/attempted to be removed from the power socket, surface cracks or breaks may appear on the base of the adaptor, or the plug face plate may separate from the adaptor. This has the potential to expose live electrical wires, which could result in injury and/or fire.

VitalCall is therefore conducting a product recall of these plug-in power adaptors (model number A35S0900300).

VitalCall is committed to ensuring our customers remain independent and safe in the comfort of their own home. For over three decades, VitalCall has helped over 200,000 Australians to remain safe at home — 24 hours a day, 7 days a week.

What you should do:

1. Please read carefully the Product Safety Recall Notice and Frequently Asked Questions documents enclosed with this letter.
2. Check visually (DO NOT TOUCH) your plug-in power adaptor to confirm that you have model number A35S0900300. It should look like the adaptor in the photo attached with a white plate sticker.

3. If you have the plug-in power adaptor with model number A35S0900300, you should contact VitalCall immediately, as set out below.
4. VitalCall will arrange for a qualified professional to contact you to make a time to swap the VitalCall unit and plug-in power adaptor. If you have not been contacted regarding this within 10 days of receiving this letter, please press your pendant and advise the Response operator.
5. **Do not try to remove the plug-in power adaptor, or touch it.**

If you have any questions in relation to this recall or if you are unsure whether your VitalCall unit is affected by the notice, please contact us by doing any of the following:

- Call us on 1300 880 396 (9:00am to 5:00pm, 7 days a week)
- Press your VitalCall pendant (24 hours a day, 7 days a week)
- Email us at customer.service@vitalcall.com.au

Yours faithfully,



John Hallam

Director, VitalCall

PLEASE READ THE ATTACHED PRODUCT SAFETY RECALL NOTICE CAREFULLY.

WE HAVE ALSO ATTACHED SOME FREQUENTLY ASKED QUESTIONS WHICH WE ALSO ENCOURAGE YOU TO READ CAREFULLY.

Product Safety Recall

VITALCALL MK9 PLUG-IN POWER ADAPTORS MODEL NUMBER A35S0900300



VitalCall model MK9 Unit



Plug-in power adaptor

PLUG-IN POWER ADAPTORS MODEL NUMBER A35S0900300 SUPPLIED WITH VITALCALL MK9 UNITS PROVIDED TO CUSTOMERS BETWEEN 1st JANUARY 2011 AND 17th MAY 2013

DEFECT:

When force is applied to the plug-in power adaptor, or when the adaptor is removed/attempted to be removed from the power socket, surface cracks or breaks may appear on the base of the plug-in power adaptor, or the plug face plate may separate from the adaptor. This has the potential to expose live electrical wires.

HAZARD:

If the plug-in power adaptor cracks or breaks, or the plate separates from the adaptor, live electrical wires may be exposed, which could result in injury and/or fire.

WHAT TO DO IF YOU HAVE THIS PRODUCT

1. Check visually (DO NOT TOUCH) your plug-in power adaptor to see if you have model number A35S0900300 that matches the one in the photo above (with a white plate sticker).
2. If you have the plug-in power adaptor with model number A35S0900300, you should contact VitalCall immediately, as set out below.
3. VitalCall will arrange for a qualified professional to contact you to make a time to swap the VitalCall unit and plug-in power adaptor. If you have not been contacted regarding this within 10 days of receiving this notice, please press your pendant and advise the Response operator.
4. **Do not try to remove the plug-in power adaptor, or touch it.**

HOW TO CONTACT VITALCALL:

Tel: 1300 880 396 (9:00am to 5:00pm, 7 days a week)

Pressing your VitalCall pendant (24 hours a day, 7 days a week)

Website: www.vitalcall.com.au Email: customer.service@vitalcall.com.au

**See www.recalls.gov.au for
Australian Product Recall Information**

Frequently asked questions – MK9 plug-in power adaptor issues

I have received a letter regarding my VitalCall unit, what is wrong with the plug-in power adaptor?

VitalCall has recently detected a quality issue with plug-in power adaptors with the model number A35S0900300, which were supplied with certain VitalCall units Model MK9. When force is applied to these plug-in power adaptors, or when the adaptor is removed/attempted to be removed from the power socket, surface cracks or breaks may appear on the base of the adaptor, or the plug face plate may separate from the adaptor. This has the potential to expose live electrical wires, which could result in injury and/or fire.

What is the model number of the plug-in power adaptor in question?

The model number of the plug-in power adaptor affected is A35S0900300.

What are the dates of installation affected by this issue?

The issues have appeared with plug-in power adaptors supplied with VitalCall MK9 units provided to customers between 1st January 2011 and 17th May 2013.

We require **all** customers who received this letter to visually check (DO NOT TOUCH) their plug-in power adaptors to see if they match with the one in the photo, even if they are not sure when they signed up for VitalCall or when they were provided with their MK9 unit.

How do I know if I'm affected and what do I need to do?

1. Please read carefully the Product Safety Recall Notice enclosed.
2. Check to see if you have a MK9 unit as per the picture, below:



3. If you have a MK9 unit as per the picture above, please check visually (DO NOT TOUCH) your plug-in power adaptor to see if you have model number A35S0900300. (It should look like the adaptor in the photo on the below right, with a white plate sticker):



Unaffected plug-in power adaptor.

No further action required



Affected PLUG-IN POWER ADAPTOR

Please contact VitalCall immediately to arrange replacement

4. If you have the plug-in power adaptor with model number A35S0900300, you should contact VitalCall immediately, as set out below. VitalCall will arrange for a qualified professional to contact you to make a time to swap the VitalCall unit and plug-in power adaptor. If you have not been contacted regarding this within 10 days, please press your pendant and advise the Response operator.
5. **Do not try to remove the plug-in power adaptor, or touch it.** VitalCall urges customers who have the affected plug-in power adaptor to be careful and not touch it, especially when vacuuming around it.

Is there something wrong with the base unit or my pendant?

No – the base unit and the pendant are not affected, only plug-in power adaptors with model number A35S0900300.

How do I know if my pendant is working or not?

Your pendant and base unit should be working fine. You can test your pendant by pressing the emergency button and waiting for the alarm to activate. Please let the response operator know that you have received the letter and are testing your pendant.

Should I remove my pendant or turn off my unit from the power?

No – the base unit and the pendant are not affected, therefore you can continue to use the pendant, but do not remove the plug-in power adaptor from the power socket.

What are the hazards that could occur?

If the plug-in power adaptor cracks or breaks, or the plate separates from the adaptor, live electrical wires may be exposed, which could result in injury and/or fire.

Will VitalCall send me a replacement unit?

Yes, if your plug-in power adaptor is affected, VitalCall will arrange for a qualified professional to come to your house and replace your VitalCall unit and plug-in power adaptor.

Will this service job cost me anything?

No, there will be no costs to you.

Do I need to be present for the VitalCall representative to attend my home?

It is preferable, but if you are away and are happy for another person to attend in your absence please advise the VitalCall representative.

How to contact VitalCall:

Tel: 1300 880 396 (9:00am to 5:00pm, 7 days a week)

Pressing your VitalCall pendant (24 hours a day, 7 days a week)

Website: www.vitalcall.com.au

Email: customer.service@vitalcall.com.au