



Australian Competition & Consumer Commission

Product Safety Recalls Australia

Advanced recall search [Currency check due]

Recall categories

- Agricultural & veterinary
- Beauty, health
- Cars, boats, bikes
- Electrical
- Fashion & clothing
- Food & groceries
- Gas
- Hobbies, sporting, recreation
- Home & garden
- IT, phones, multimedia
- Industrial, business
- Kids

Site features

- For suppliers conducting product safety recalls
- Advanced recall search
- Subscribe to email alerts & RSS
- FAQs
- Hot topics
- Recalls - last 30 days
- Report an Unsafe Product
- Useful Links
- Recalls widget
- Contact Us

Admin

- Content maintenance filter
- Export to global recalls
- Help for approvers
- Help for authors
- Manage organisations
- Manage pages
- Manage recalls
- Manage users
- Recalls Reporting Manager
- Recalls by year
- Recalls statistics

Logged in as [Joshua Leach](#)

- Logout

Home → Recall categories → Electrical → Chubb Fire & Security Pty Ltd t/a VitalCall—Plug-in power adaptor for VitalCall MK9 unit → Progress report for Chubb Fire & Security Pty Ltd t/a VitalCall—Plug-in power adaptor for VitalCall MK9 unit

Progress report for Chubb Fire & Security Pty Ltd t/a VitalCall—Plug-in power adaptor for VitalCall MK9 unit

Progress report number: 1627
 Recall PRA Number: 2013/13632
 Date created: 13th August 2013

Product Name

Chubb Fire & Security Pty Ltd t/a VitalCall—Plug-in power adaptor for VitalCall MK9 unit

Supplier Name

Chubb Fire & Security Pty Ltd t/a VitalCall

Quantity affected

2071

Quantity remedied (consumers)

1748

Quantity unaccounted for (consumers)

323

Quantity remedied (suppliers)

0

Quantity unaccounted (suppliers)

0

Details of complaints received regarding the product being recalled

VitalCall is not aware of any complaints received regarding the product.

Details of complaints received regarding the recall process

So far, we have not yet received a complaint on the process itself.

Additional information/comments

We have received good feedback from our customers on how well the recall was/is being handled and how serious VitalCall took this issue.

Recall advertising

23rd October 2013

Mediums

- Direct contact

Level of response received from each advertising medium

High level of response received. VitalCall commissioned an external call centre with 28 people to contact all affected customers. Once the first round of calls were finalised, 100% of customers were sent a letter advising of the recall. After that, VitalCall started a fourth and fifth round of calls to customers, including in many cases their families. To date, 99.9% of the customers have been notified by phone.

Details of changes to the original communication strategy

N/A

Manage content

This recall progress report:

- Edit
- Maintain

