



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
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  - Recalls - last 30 days
  - Report an Unsafe Product
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## Progress report for Chubb Fire & Security Pty Ltd t/a VitalCall—Plug-in power adaptor for VitalCall MK9 unit

Progress report number: 1737  
Recall PRA Number: 2013/13632  
Date created: 14<sup>th</sup> October 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)

1831

### Quantity unaccounted for (consumers)

240

### 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

VitalCall has conducted 1,831 replacements of the powerpacks. This is 100% of the numbers of affected powerpacks that we believed were still in operation, since the remaining powerpacks had already been replaced through normal QCPC process before the beginning of the recall. However, we are being proactive and are inspecting another 1771 powerpacks which are in use by customers. Of those, we have already inspected 1,667 with another 104 to go. We are in constant communication with our customers - normally they test their pendant monthly to ensure the pendant is ok.

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

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