

Top Loader Recall Post-Rework Fact Sheet

Your washing machine has now been reworked and is safe for ongoing use.

Here's a short explanation of what we have done.

What have we done to your machine?

A Samsung authorised and trained technician has examined the electrical connectors in your washing machine.

If the technician has handed you this factsheet, a treated, fire retardant, polyethylene membrane has been applied to the electrical connectors of your machine. This has sealed the electrical connectors from potential moisture, condensation or corrosion.

Your machine has also been tested to ensure that it works correctly and is completely safe to use.

If you are not completely satisfied with your reworked unit, you can request from Samsung a replacement (with a Samsung washing machine that is not subject to a product safety recall) or a refund. Just contact us using the details set out below.

Does this rework comply with Australian standards?

The affected model with the rework solution applied has been tested by an independent and certified testing body and has passed all required safety testing requirements. Additionally the rework solution has been accepted as appropriate by the New South Wales Fair Trading.

General safety information

Refer to your washing machine manual for further general information and safety instructions.

If at any point in time in the future you notice any other safety issue with your washing machine, as with all electrical appliances you should act immediately. You should immediately turn off your machine at the power point and contact Samsung.

You should never seek to repair an electrical appliance on your own. Any electrical work should always be undertaken by a qualified technician.

Further contact

Your personal safety and continued satisfaction with Samsung's product is of paramount importance to us.

If you have any questions, please contact us:

- call our Product Safety Hotline on 1800 239 655, 8am – 8pm AEST, 7 days; or
- email us at wm.samsung@samsung.com

Recall reminder

If you happen to know anyone else who has a Samsung top loader washing machine, remind them that the following models are still under recall: SW75V9WIP/XSA, SW65V9WIP/XSA, SW80SPWIP/XSA, WA85GWGIP/XSA, SW70SPWIP/XSA, WA85GWWIP/XSA