



MEDIA ENQUIRIES:
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MEDIA STATEMENT: SAMSUNG WASHING MACHINE RECALL

Sydney, Australia, 2 September 2015 – Samsung Electronics Australia takes its obligations under the Australian Consumer Law seriously and complies with those obligations at all times. To this end, where a unit has a major failure, Samsung provides consumers with the remedies to which they are entitled including a refund, replacement or re-work.

Samsung today, in response to consumer feedback, again confirmed that where a consumer indicates that they are dissatisfied with the re-work of their affected unit, Samsung will replace or refund the customer's unit. This is of course in addition to Samsung's existing policy to provide affected consumers with models yet to be reworked with either a rework, replacement or refund at the consumer's election.

Samsung continues to work constructively with the Australian Competition and Consumer Commission and the NSW Fair Trading in relation to this recall.

Samsung urges consumers who may be impacted by the recall to visit its dedicated website www.samsung.com/au/washingmachinerecall or call its toll-free product safety hotline on 1800 239 655.

Samsung first initiated a recall for six models of its top loader washing machine models in 2013.

The following models are impacted:

- SW75V9WIP/XSA
- SW65V9WIP/XSA
- SW70SPWIP/XSA
- SW80SPWIP/XSA
- WA85GWWIP/XSA
- WA85GWWIP/XSA

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