

SAMSUNG TOP LOADER RECALL



IS YOUR WASHER AFFECTED BY THE SAMSUNG WASHING MACHINE RECALL? HERE'S WHAT WE CAN DO FOR YOUR MACHINE.

At Samsung, we're dedicated to your safety and peace of mind.

Some time ago, we made Australians aware of a safety issue with six models of our Top Loader washing machines, made between 2010 - 2013. In some cases, the fault can cause smoke or even fire to come from the machine.

So far, we've resolved the issue with 94% of affected machines across the country.

If you have an affected machine, yet to be addressed, we urge you to act. You can choose to have your machine;

- ☐ **REPLACED** with an equivalent model, or
- ☐ **RETURNED** for a full refund.

Even if you have already had your machine repaired, we will replace or refund at your election. If you think you, or your family or friends, have an affected washing machine, please follow the instructions on the right to find out what to do next.

1. WHERE CAN I FIND THE MODEL NAME?

The model name can be found on the back of the machine



Model Name Serial Number

The model name can also be located on the front near the control panel

2. WHICH MODELS ARE AFFECTED?

SW80SPWIP/XSA	SW65V9WIP/XSA
WA85GWGIP/XSA	SW70SPWIP/XSA
WA85GWWIP/XSA	SW75V9WIP/XSA

3. I HAVE AN AFFECTED MODEL. WHAT CAN I DO NOW?

Contact us to get your machine replaced, or to ask for a refund.



1. GO ONLINE

Visit our dedicated product safety website:
samsung.com/au/washingmachinerecall/



2. EMAIL US

Email us on: wm.samsung@samsung.com



3. CALL US

Contact our Product Safety Hotline on
1800 239 655 8am - 8pm AEST, 7 days