

Dear Valued Samsung Customer,

You may have heard that there's a safety issue with some of our Top Loader washing machines made between 2010 - 2013. We first issued a recall on these affected products in 2013 (see our notice attached), but there are still thousands of affected models that are yet to be serviced. Given that consumer safety is our number one priority, we're very concerned about the number of affected units that are yet to be fixed.

All it takes to fix an affected machine is a quick, free service from one of our qualified technicians.

Here's how you can help. Firstly check your own machine. Then, get your parents to check their machines. Get your mates to check their machines. Get your neighbours to check their machines. Get anyone you know who has a Samsung Top Loader to check their machines.

Just follow these easy instructions:

1. FIND THE MODEL NAME

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



2. CHECK IF YOUR MODEL NAME MATCHES ONE OF THESE:

SW80SPWIP/XSA

SW65V9WIP/XSA

WA85GWGIP/XSA

SW70SPWIP/XSA

WA85GWWIP/XSA

SW75V9WIP/XSA

3. LET SAMSUNG KNOW IF YOUR MODEL IS AFFECTED

If your machine hasn't already been checked by a qualified Samsung technician, you should contact the Samsung support team as soon as possible for a FREE in-home service check.



1. GO ONLINE

Visit our dedicated product safety website: www.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

Thank you for your assistance.

Yours Sincerely



Phil Newton

Vice President of Consumer Electronics
Samsung Electronics Australia

ELECTRICAL SAFETY RECALL

Samsung Electronics Australia Pty Ltd is issuing a recall on specified Samsung top loader washing machines sold in Australia through various retailers.

Which models are affected?

Samsung top loader washing machines with the following model names manufactured in 2010, 2011, 2012 and some models in 2013 are affected:

SW75V9WIP; SW65V9WIP; SW70SPWIP; SW80SPWIP; WA85GWWIP; WA85GWWIP

Other models are not affected. Please contact Samsung for details of the affected serial numbers.

Where to find the model name on the machine?

The model name can be found on the back of the washing machine as shown below.



Product issue / hazard:

In some circumstances, there is a chance that moisture may penetrate the electrical connectors of the machines causing a fire hazard.

What should I do?

Check the model name of your washing machine. Visit www.samsung.com.au, call 1800 239 655 between 8am – 8pm AEST Monday to Sunday or email wm.samsung@samsung.com to find out if your machine is affected.

Samsung will arrange for an authorised service technician to provide a free in-home service for all affected models.

If your model is an affected model, until the service is performed, Samsung recommends that as a precautionary measure, you only use your washing machine if you are present or nearby to monitor it. If you notice any smoke or smell coming out of the washing machine, turn off the machine at the power point.

See www.recalls.gov.au for Australian product recall information