



**6 January 2017**

Media Statement: NR/2/2017

**Product Recall of Electrolux Glass Gas Cooker Hob**

Following the safety advisory issued this morning, SPRING Singapore issued a product recall of Electrolux's glass gas cooker hob model numbers EGT9637CKP, EGT7637EGP, EGT7637CKP and EGT7627CKP that run on town gas. These models were sold from 2014 to 2016.

Consumers should stop using these four models of the glass gas cooker hobs immediately. Those who own these models can approach Electrolux on redress options.

In April 2016, SPRING received one report of Electrolux's glass gas cooker hob shattering and issued a letter of suspension to Electrolux to stop the sale of affected models. No further reports were received until 4 January 2017 when SPRING received a report from a condominium developer of many similar cases, including one which resulted in minor scalding. An advisory for consumers to stop using the affected products was issued earlier today.

After gathering more facts, SPRING assessed that the risk warrants a recall of the affected products.

"Our top priority is the safety of our consumers. While we understand the inconvenience, a recall is necessary to prevent further mishaps," said Mr Poon Hong Yuen, Chief Executive of SPRING Singapore.

Mr Lim Biow Chuan, President of CASE said, "As the product concerned is a gas cooker hob, we are very concerned about the safety implications to consumers. We urge consumers to check if their models are affected, and if so, to comply immediately with the advisory to stop using it."

"In view of the recall, we also call upon Electrolux to work with its retailers and distributors immediately to provide a refund for the defective glass gas cooker hob or a replacement of a different model at an equivalent value, including installation."

He added, "With the festive season upon us, Electrolux, with its retailers and distributors should work together to resolve this issue quickly in order not to cause further undue inconvenience to affected consumers."

Affected consumers can contact Electrolux at 6727 3613 for enquiries on redress.