

## Whirlpool's washing machine recall programme

I am writing to you regarding an update to Whirlpool's washing machine recall programme. We are hugely grateful to all the organisations who continue to provide assistance in publicising this important safety campaign and I wanted to make sure that you have the very latest information.

The first point to stress is that the washing machine recall – which began in January – is continuing to operate through the coronavirus crisis as we are committed to helping customers in lockdown. We are closely following all the latest official guidance on working practices and social distancing to ensure the safety of both our customers and our staff. This includes engineers and delivery teams being equipped with PPE as well as contactless delivery and collection processes.

Customers can schedule to have their affected appliances replaced or repaired with appointments available Monday to Friday and there are slots available every week. We urge customers to book their remedy appointments so we can resolve the issue as quickly as possible.

The second update is that continuing in-depth safety checks have led to us adding a further 21 Hotpoint branded models to the recall (up to 55,000 appliances in total). Customers should check their washing machine to confirm if they need to take action, even if they have already done so. We are directly contacting all registered owners of the additional models, as well as raising awareness through advertising, news media, online and social media channels, and seeking help from third parties like yourselves.

The list of additional models is as follows:

|                 |                 |                 |
|-----------------|-----------------|-----------------|
| WMAQB 641P UK   | WMAQF 721P UK   | WMAQL 641P UK   |
| WMAQB 721P UK   | WMAQG 641G UK   | WMAQL 721A UK   |
| WMAQB 741G UK   | WMAQG 641P UK   | WMAQL 721P UK   |
| WMAQB 741P UK   | WMAQG 721P UK   | WMAQL 721P UK.M |
| WMAQF 621P UK.L | WMAQG 721P UK.M | WMAQL 741G UK   |
| WMAQF 641G UK   | WMAQG 741P UK.M | WMAQL 741P UK   |
| WMAQF 641P UK   | WMAQL 621P UK   | WMSAQG 621G UK  |

A full list of all model numbers subject to the recall can also be found [here](#).

Beyond that, I am pleased to update that the campaign continues to make significant progress with almost 40% (over 225,000) of all the products subject to the safety campaign now located. This is at least twice the success rate of the UK average for a product recall (10-20%). We aim to complete the remedy process for all consumers currently registered under the recall within a matter of weeks but we are keen for any remaining owners to come forward.

By way of reminder, the recall affects certain Hotpoint and Indesit washing machines that were manufactured between 2014 and 2018. It does not concern Whirlpool branded appliances.

Anyone who suspects they have a washing machine made during this period should visit <https://washingmachinerecall.whirlpool.co.uk> where they can instantly check if their appliance needs to be recalled. Alternatively, they can call our freephone hotline 0800 316 1442 where an adviser can assist seven days a week. All owners affected by the recall are entitled to a replacement washing machine or a repair to their existing appliance – both provided completely free of charge.

I appreciate that as you tackle the threat of Covid-19, other initiatives will take lower priority at this time. However, with people spending more time at home under the current social distancing measures, it's more important than ever that this issue is tackled swiftly.

If there is anything you can do to draw attention to these updates in the short or the longer term, we would be incredibly grateful. Many organisations whose premises are currently closed to the public have indicated they are willing to share the recall notice via social media, electronic newsletters and other online channels.

If you would be willing to share information about the recall, I would be very happy to provide collateral for you to use. Please do not hesitate to contact me via Ian Moverley [ian\\_moverley@whirlpool.com](mailto:ian_moverley@whirlpool.com) if you would like any further information.