

Appliance Safety Warning – Risk of Fire

 Hotpoint

Our ideas. Your home.

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HOME RESOLUTIONS
Phase5
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20th October 2014

Dear Customer

IMPORTANT DISHWASHER SAFETY NOTICE – CALL US IMMEDIATELY

If you are the owner of a Hotpoint or Indesit dishwasher purchased in the United Kingdom, please read below.

As the leading white goods manufacturer, Hotpoint and Indesit continually monitors the specification and performance of its products. Through this approach, we have identified that there is a low risk that a component fitted to a limited number of Hotpoint and Indesit dishwashers sold in the United Kingdom may cause overheating and in rare cases a potential fire hazard.

To establish if your dishwasher is affected:

- You require the model & serial number of your appliance.
- The appliance model and serial number is located on the right or left hand side of the inside of the door where the first 5 digits are between S/N 70600 and S/N 91232 or between S/N 00101 and S/N 00732
- Or you can use the Hotpoint website to check your Model and Serial number at the following address; <http://www.hotpointservice.co.uk/dishwasher-model-checker/>
- Alternatively you can call our dedicated **Customer Helpline: 0344 822 5201**
- Or you can contact us via a dedicated address dish-UK@hotpoint.co.uk
- **We will arrange for one of our qualified engineers to visit your property free of charge and fit a newly manufactured component.**

We understand that you are the owner of a dishwasher that could be potentially affected and would like to offer a free of charge repair visit to replace the component in your dishwasher. We are therefore writing to ask you to contact us at your convenience. **While you are waiting for an engineer visit we recommend you do not leave the dishwasher unattended whilst in use.**

When contacting us, please have the following to hand:

- Your unique reference codes which are **Policy: CSDEOS** and **Authorisation code: MCC2014**
- Your Name and Address
- Your Model Number
- Your Serial Number

If you no longer have your Hotpoint or Indesit dishwasher, we would be grateful if you could contact us using one of the options above so we can remove your details from our at risk list.

In the meantime, thank you for your loyalty and please accept our sincere apologies for any inconvenience this may cause. The safety of our customers is our number one priority. Thank you for your time and patience whilst we carry out this voluntary repair programme.

We look forward to hearing from you soon.

Yours faithfully, Hotpoint Customer Care Team