

IMPORTANT SAFETY NOTICE

Haier Washer Dryer, Model HWD80-1482



SAFETY ISSUE:

A small number of these washer dryers have failed in use, due to a fault with the internal control unit. This can lead to overheating during use and, in some cases there is a small risk of a fire developing, so we are taking the precautionary step of replacing the control units on all affected items.

IDENTIFICATION:

To confirm whether your product may be affected by this issue, please check the model number displayed on the front of the washer dryer on the rating label, against the model numbers listed above.



Rating Label



ACTION REQUIRED:

Please contact us either by phone or email:

FREEPHONE Helpline No	e-mail
0800-888-6124	productmodifications@0800repair.com
Monday to Friday 9am to 8pm Saturday 10am to 4pm	

(Continued over)

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Please contact us either by phone or email to confirm which of the following is applicable to you.

Option	Action	Details
1	FREE replacement of the control unit by 0800Repair	The appointment will last approximately 30 to 45 minutes and is FREE of charge, please book an appointment that is suitable to you.
2	If you no longer have the Washer Dryer please let us know.	We will remove your details from our database and no longer contact you.
3	Have you given away or sold the Washer Dryer to somebody else?	If have the details of the new owner, please contact us and give us the details, so we can contact them directly to arrange a FREE appointment.

Please have your model and 20 digit serial number available when contacting us so we can confirm if it is an affected machine. Both can be found on your rating plate at the front of your machine.

We recommend that you do not use the machine and to disconnect it or switch it off from the wall socket. We will arrange for an engineer to visit as quickly as possible, in order to cause you the minimum of inconvenience. In accordance with the national safety rules we would kindly ask you to follow this advice and not use the machine until an engineer has visited and carried out the necessary modification if required.

As a responsible manufacturer, Haier take the safety of our customers very seriously and we apologise for any concern or inconvenience this matter may have caused you and we thank you for your co-operation.

0800Repair engineers will wear a uniform and carry an identity card as below:



If you are unsure please contact us either by phone or email.