

# Swift Group



22/12/2022

## Swift 500 Series Gas Cooker Recall

**Affected Models:** 502BHSP, 502BHFW, 502DHSP, 502RHSP, 502SHFW, 502SHW, 502WBHSP, 503BHSPM, 503BHSP, 503BHSPMLG, 503BHSW, 503DSHP, 503RHSP, 503SHSPM, 503SHSW, 503BHSPN

The purpose of this communication is to update you on the status of the Swift 500 Series Gas Cooker recall. Swift Appliances have released a new [safety information video](#) to let people know what they must do if they own or use a Swift 500 Series Gas Cooker.

### **A. What cookers are affected by this recall?**

All Swift 500 Series Gas Cookers manufactured between 1 January 2019 and 31 May 2020 (inclusive) have been recalled.

For cookers manufactured between 1 January 2019 and 31 May 2020 (inclusive):

1. Turn the front left burner control knob to the off position, remove the knob and store it out of reach of other users; and
2. DO NOT USE the front left burner. The other burners and the electric hotplate can be used.

For Swift 500 Series Gas Cookers manufactured before or after these dates, consumers can continue to use these cookers as per the instructions for use provided with the appliance.

### **B. Why are we are recalling these cookers?**

**Defect:** A part of the gas supply pipe in the front left burner may break or develop a hole. This can cause the gas to leak.

**Hazard:** If the gas leaks in the presence of an ignition source this can lead to an explosion and/or fire, which may result in serious illness, injury or death. The defect has caused incidents that have caused serious injuries and burns.

### **C. What do you need to do?**

The safety information video urges people to:

1. **CHECK** if your Swift 500 Series Gas Cooker is manufactured between 1 January 2019 to 31 May 2020 (inclusive) by referring to the data plate located on the inside of the cooker lid.



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2. **STOP** using your Swift 500 Series Gas Cooker appliance manufactured during the above date range until the front left burner control knob is turned off and removed.
3. **INSTRUCT** all other users not to use the front left burner. However, the other burners and components are safe for ordinary use.
4. **INSTALL** a gas leak detection device (inside a cupboard located underneath the Gas Cooker unit) if the caravan is intended to travel off-road.
5. **TURN OFF** the gas supply immediately at the cylinder and ventilate the area if you smell gas.
6. **REGISTER** your details on the [Swift Appliance Group Recall Registry - https://swiftappliancegroup.com.au/recall-register/](https://swiftappliancegroup.com.au/recall-register/)
7. **CONTACT** an authorized person, licensed plumber, or gas fitter as follows:
  1. If you are able to attend an approved Swift Service Agent, please book an appointment. A list of Swift Service Agents is on the Swift Appliance Group recall registry:
  2. If you are in a remote areas or unable to access an approved Swift Service Agent, please ask a registered gasfitter to contact Swift by phoning 0412 821 912 or emailing [swiftrecall@outlook.com](mailto:swiftrecall@outlook.com) **for authorisation and instructions** to conduct the remedial process. Please do not allow a registered external gasfitter to conduct the remedial process without Swift's knowledge and consent.

## **D. Tell others who may have a recalled product**

Although there have been many units registered online since the recall was initiated in July of this year, there are still many affected units unaccounted for.

There are more than 6,500 units which have not yet been registered on our online portal.

It is absolutely critical that affected consumers register their units, as well as watch or share this video with others, as the defects in the cookers can cause serious gas leaks, which could potentially lead to explosions capable of serious injury, illness, or even death.



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## **E. Contact details**

For further information or assistance, please contact Swift Appliance Group's offices by phoning 0412 821 912 Mon – Fri 9:00AM – 5:00PM, or via email at [swiftrecall@outlook.com](mailto:swiftrecall@outlook.com), or please visit <https://swiftappliancegroup.com.au/>

Yours sincerely

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