

CSR
 Mrs xxxxxxxx
 xxxxxxxxxxxx
 xxxxxxxxxx
 xxxxxxxxxx

IMPORTANT PRODUCT SAFETY NOTICE: Re Blomberg LWI28441 Washing Machine

Dear xxxxxxxx,

We would like to make you aware that we have recently identified a potential safety issue affecting this product manufactured between July 2018 and August 2019.

At Blomberg, we consider product safety to be our number one priority. As part of our safety programme we have identified a production batch where the safety catch supplied by a third party can in rare circumstances result in the door opening during use. Should this happen, there is a risk that anyone reaching inside the drum whilst it is still spinning might be injured.

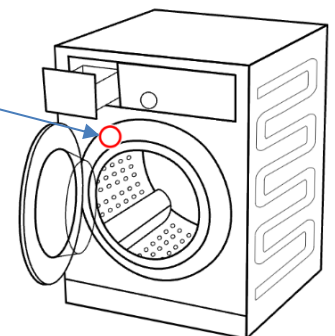
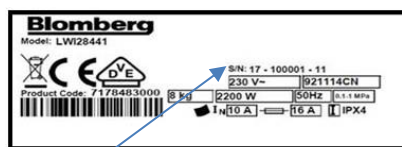
As a result, we are proactively initiating a voluntary repair programme as a precautionary measure on this specific batch of the Blomberg LWI28441 Washing Machine.

From our customer information, we believe that you may have purchased one of these models. As a responsible manufacturer, we have decided to contact the owners of these Washing Machine's to offer a free of charge in-home check. This check will modify the affected product and remove any potential risk. This should take no longer than 15 minutes and is completely free of charge.

What you should do now.

Please check the model and serial number of your Blomberg Washing Machine against the information below.

Serial Numbers	Serial Numbers
18xxxxxx07	19xxxxxx02
18xxxxxx08	19xxxxxx03
18xxxxxx09	19xxxxxx04
18xxxxxx10	19xxxxxx05
18xxxxxx11	19xxxxxx06
18xxxxxx12	19xxxxxx07
19xxxxxx01	19xxxxxx08



The affected serial number range is inclusive from: **18XXXXXX07 to 19XXXXXX08**

Any washing machine with a serial number outside of this range is not affected.

If your product is within the affected date range (manufactured between July 2018 and August 2019) **or you are not sure)**

Please call our free phone number 0800 783 5894
(open Mon-Fri 8am-6pm, Sat & Sun 9am-5pm)

We ask that you take the following precautions whilst using the machine until we have made the modification;

- Do not overload the machine.
- Always use the appropriate wash cycle and spin speed for the items you are washing.
- Never try and open the door when the washing machine is running.
- If the machine is excessively noisy, vibrating heavily or seems unstable, please stop using it and contact us on the number above.
- Please ensure children and other vulnerable people are supervised whilst they are around the machine when it is in operation.
- If the washing machine door does come open during the washing cycle, please turn the power off safely and contact us immediately on the number above.
- Please read and always follow the manufacturer's instruction

If you have never owned or no longer have the affected product, we would appreciate it if you could also let us know on the above number. This will ensure that we do not contact you again regarding this matter.

We would like to apologise for any inconvenience that this causes you and we want to reassure you that we are doing our very best to resolve this matter as quickly and efficiently as possible.

Yours sincerely

Steve Clarke
Head of Sustainability & Quality UK & Ireland

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