



MEDIA RELEASE – CablePI (WireAlert) safety recall

12/10/2015

The CablePI device is an electrical safety sensor designed to detect a potentially life-threatening fault known as a broken neutral and has been in use in Tasmania for almost five years.

Due to a manufacturing defect, TasNetworks is voluntarily recalling all CablePI devices made in 2013 and distributed between December 2013 and June 2014. It was found that the defect may cause the device to melt, smoke or ignite.

TasNetworks is endeavouring to make direct contact with the 4200 customers who may have been issued with a defective device.

Customers can check if their device is from the defective batch by reviewing the serial number on the bottom of the device, as shown at www.tasnetworks.com.au/cablepi-recall-faqs.

If the serial number ends in 13 customers should immediately stop using the device and contact TasNetworks on 1300 361 811 to receive a free replacement.

If customers have any concerns about the reliability of their CablePI, they should call TasNetworks on 1300 361 811.

TasNetworks assures customers CablePI devices that are not from the 2013 batch are safe and operational.

The CablePI device is provided free of charge to TasNetworks' customers and has been distributed to over 240,000 small businesses and households since it was launched in 2009.

Developed in response to the high risk to safety posed by broken neutrals that can cause fire and electric shocks, over 3400 electrical faults have been reported since the device was first launched – 190 of which were potentially life-threatening.

Customers are reminded to ensure their continued protection the CablePI device must be plugged in, switched on and the green light visible. To report a CablePI alarm, call 13 2004.

More information and an example diagram can be viewed at www.tasnetworks.com.au/cablepi-recall-faqs

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Customers are asked to report outages 24/7 to 132004 and direct general enquiries to 1300 137 008