



TasNetworks CablePI voluntary recall update

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From Mike Paine - General Manager, Customer Engagement & Network Operations

CablePI is a device that detects a potentially life-threatening electrical fault known as a broken neutral.

To date, CablePI devices in Tasmania have detected over 3,400 faults, including 190 potential life-threatening situations.

TasNetworks identified a manufacturing defect within a limited number of CablePI devices. In accordance with the process set out by the Australian Competition and Consumer Commission (ACCC), TasNetworks was initially required to coordinate joint formal testing with the manufacturer to confirm the nature of the defect.

“Testing confirmed that some of the 26,000 devices made in 2013 may have contained the defect. Of the 26,000 devices, TasNetworks was able to immediately quarantine 15,144 unissued devices.

“Of the remaining devices, it was expected that a very small number would potentially fail in an unsafe manner, and that this number would reduce over time.”

To limit any potential failures, and ensure that members of public were not discouraged from using the CablePI devices due to a perceived risk, TasNetworks coordinated a voluntary recall of the remaining devices.

The voluntary recall was subject to strict guidelines in accordance Australian Consumer Law, and consisted of a targeted direct mail campaign to recall and resupply devices, along with recall notices in all major Tasmanian newspapers, and a submission to the ACCC website.

“We can now account for approximately 20,000 of the 26,000 devices and have received positive feedback from all regulatory bodies that the recall has been properly conducted.

“Since the devices were recalled, there have not been any reported faults. The risk associated with the devices that remain unaccounted for is very low, as this fault typically occurs early in the life of the device. The remaining devices, if in use, would have now been so for two years.

“Despite the low risk, the recall process will not be closed until every device has been accounted for. TasNetworks is encouraging anyone with a device subject to the recall to return it to TasNetworks in exchange for another device free of charge.

“Above all, it is crucial that this fault does not discourage people from using their CablePI device. All customers are reminded to ensure their CablePI device is plugged in, switched on and the green light is visible.”

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