

Loiacono, Elizabeth

From: do_not_reply@accc.gov.au
Sent: Friday, 30 January 2015 9:43 AM
To: scarpenter@bunnings.com.au
Subject: Mandatory report submitted (MR9942) [SEC=UNCLASSIFIED]

Follow Up Flag: Follow up
Flag Status: Flagged

Thank you for submitting your mandatory report. This automatic reply is to confirm that your report has been received by the Australian Competition and Consumer Commission.

Please retain a copy of this receipt for your records.

Receipt number

MR9942

Please quote this number if contacting ACCC staff about this report

Date submitted

30th January 2015, 09:42:38


Product recall

As the product identified in your mandatory report has been associated with the death or serious injury or illness of a person you should consider whether a voluntarily recall of your product is required. Further information on conducting a recall can be found at www.recalls.gov.au.

To submit a recall notification with your details pre-filled please use the link below. If you are unable to complete a recall notification at this time, you may wish to copy this hyperlink for use at a later stage.

http://www.productsafety.gov.au/tag_RedirectToRecallForm?mandatoryReportItemId=1011764&key=91a01e10b9c705ddb9c91d30794fa48954f56b54

Updating this mandatory report

If further details on this mandatory report become known, or if you believe information submitted in this mandatory report may be incorrect, you can submit updated information to the ACCC by clicking the following link:  Update this mandatory report

Submitted mandatory report

Incident details

Who advised you of the incident	Customer feedback
Date you were made aware of this incident	28 th January 2015
State where incident occurred	QLD
How did this incident occur	Customer purchased a Gasmate portable burner PC1070 approximately 6-9 months ago. The customer changed the gas canister and advised that 20-30 minutes after this was changed, the gas caught fire and the customer sustained 2nd degree burns
Is this report about a food or drink product?	No

Injured persons

Injured person (1)

What occurred

Serious injury or illness

**Describe the death, serious injury or illness
(Including onset time if food related)**

2nd degree burns to head, neck, ears and right arm

Incident date

30th December 2015

Gender

Male

Age

Name



Injured party's contact details

Product information

Product name

Portable Gasmate Butane Burner

Product description

Portable Gasmate Butane Burner

Identifying numbers (e.g. Serial Numbers, Batch Codes etc)

Country of manufacture

Unknown

Years the product has been in the Australian market

Locations where the product is available for sale

Role(s) you have in the supply of this product

Countries where you exported the product (leave blank if you did not export the product)

Contact details of who supplied the product to you

The quantities manufactured, imported, exported and/or supplied within Australia. Include units and date ranges where appropriate. The quantities may be approximate:

PRA number (if product has previously been recalled)

Intended age group for this product

Action taken

What action have you taken or intend to take in relation to the product or service

To date the customer has not returned the product so we have been unable to carry out a full investigation of the product. Based on the information provided by the customer we believe the product in question to be the one listed above

Additional Information/Comments

Additional Information or comments

Reporter details

Business name	Bunnings Group Limited
Business ABN	
Contact name	Sophie Carpenter
Contact position	Customer Relations Coordinator
Phone (1)	03 8831 9417
Phone (2)	
Fax	
Email	scarpenter@bunnings.com.au
Address line 1	16-18 Cato Street
Address line 2	
Suburb	Hawthorn East
State	VIC
Postcode	3123
Country	Australia

Consent to disclosure

Consent was provided for the following statement:

I consent to disclosure of this notice to one or more of the following government regulators on the understanding that any such disclosure would continue to be treated as confidential by the receiving party:

- Therapeutic Goods Administration (for notices relevant to therapeutic goods);
- Australian Pesticides and Veterinary Medicines Authority (for notices relevant to pesticides and veterinary medicines);
- Food Standards Australia New Zealand (for notices relevant to food) and the following state and territory food regulators: NSW Food Authority, ACT Government Health Directorate, Victorian Department of Health, Queensland Health, SA Department of Health, NT Department of Health & Human Services, Tasmanian Department of Health & Human Services, Department of Health WA;
- Ministry of Business, Innovation and Employment (for notices relevant to product safety in New Zealand);
- Department of Infrastructure and Transport (for notices relevant to motor vehicles);

- Energy Safe Victoria, Queensland Electrical Safety Office, Queensland Petroleum and Gas Inspectorate, Office of the Technical Regulator South Australia, NT WorkSafe, EnergySafety WA, ACT Planning and Land Authority, Workplace Standards Tasmania (for notices relevant to gas or electrical safety);
- Staff of ACT Office of Regulatory Services, NSW Fair Trading, QLD Office of Fair Trading, SA Attorney General's Department, TAS Consumer Affairs and Fair Trading, VIC Consumer Affairs and WA Department of Commerce (for notices relevant to incidents that occurred in these jurisdictions).

Please note that this consent operates in addition to the exceptions to the confidentiality of notices provided for in s.132A(2).