

## Progress report for Watts Clever (Australia) Limited—Standby Power Controller (SPC) (Power Board)

Progress report number: 1055  
Recall PRA Number: 2012/13256  
Date created: 10<sup>th</sup> October 2012

### Product Name

Watts Clever (Australia) Limited—Standby Power Controller (SPC) (Power Board)

### Supplier Name

Watts Clever (Australia) Limited

### Quantity affected

52800

### Quantity remedied (consumers)

2461

### Quantity unaccounted for (consumers)

11580

### Quantity remedied (suppliers)

38390

### Quantity unaccounted (suppliers)

369

### Details of complaints received regarding the product being recalled

The inconvenience is the most common complaint. A small number of people have been concerned about an electric shock. A small number of people have been concerned to touch the board - in these cases Watts Clever (Australia) organised for an installer to remove and replace the board.

### Details of complaints received regarding the recall process

The main complaint is that the consumer has to be home to give the boards to the recall co-ordinator.

### Level of response received from each advertising medium

Letters have been sent to all consumers with approximately 120 letters returned 'not at this address'.

### Details of changes to the original communication strategy

We have added an extra phone call prior to the recall co-ordinator attending the house. This has increased the number of people at home dramatically.