



Australian
Competition &
Consumer
Commission

Product Safety Recalls Australia

Advanced recall search [Currency check due]

Recall categories

- Agricultural & veterinary
- Beauty, health
- Cars, boats, bikes
- Electrical
- Fashion & clothing
- Food & groceries
- Gas
- Hobbies, sporting, recreation
- Home & garden
- IT, phones, multimedia
- Industrial, business
- Kids

Site features

- For suppliers conducting product safety recalls
- Advanced recall search
- Subscribe to email alerts & RSS
- FAQs
- Hot topics
- Recalls - last 30 days
- Report an Unsafe Product
- Useful Links
- Recalls widget
- Contact Us

Admin

- Content maintenance filter
- Export to global recalls
- Help for approvers
- Help for authors
- Manage organisations
- Manage pages
- Manage recalls
- Manage users
- Recalls Reporting Manager
- Recalls by year
- Recalls statistics

Logged in as *Joshua Leach*

- Logout

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Progress report for Chubb Fire & Security Pty Ltd t/a VitalCall—Plug-in power adaptor for VitalCall MK9 unit

Progress report number: 1903
Recall PRA Number: 2013/13632
Date created: 16th December 2013

Product Name

Chubb Fire & Security Pty Ltd t/a VitalCall—Plug-in power adaptor for VitalCall MK9 unit

Supplier Name

Chubb Fire & Security Pty Ltd t/a VitalCall

Quantity affected

2071

Quantity remedied (consumers)

1898

Quantity unaccounted for (consumers)

0

Quantity remedied (suppliers)

0

Quantity unaccounted (suppliers)

0

Details of complaints received regarding the product being recalled

VitalCall is not aware of any complaints received regarding the product.

Details of complaints received regarding the recall process

So far, we have not yet received a complaint on the process itself.

Additional information/comments

VitalCall has conducted 1,898 replacements of the powerpacks. This is 100% of the numbers of affected powerpacks that we believed were still in operation, since the remaining powerpacks had already been replaced through normal QCPC process before the beginning of the recall or the customer may have cancelled their service. However, we are being proactive and are inspecting another 1674 powerpacks which are in use by customers. Of those, we have already inspected 1,667 with only 7 left to go. Those 7 replacements depend on the family being available - in some cases, customers may be away on holidays or in higher care. VitalCall continues to try to communicate with the family to arrange a suitable time for inspection. We are in constant communication with our customers - normally they test their pendant monthly to ensure the pendant is ok.

Level of response received from each advertising medium

High level of response received. VitalCall commissioned an external call centre with 28 people to contact all affected customers. Once the first round of calls were finalised, 100% of customers were sent a letter advising of the recall. After that, VitalCall started a fourth and fifth round of calls to customers, including in many cases their families. To date, 99.9% of the customers have been notified by phone - for the remaining customers, VitalCall continues to attempt contact via the family. We have received good feedback from our customers on how well the recall was/is being handled and how serious VitalCall took this issue.

Manage content

This recall progress report:

- Edit
- Maintain

