

COMPANY STATEMENT

**HITACHI UTOPIA DUCTED AIR CONDITIONING UNIT
'VOLUNTARY SAFETY NOTICE'**

HITACHI Australia Ltd (HAUL) is an importer and distributor of Hitachi air conditioning products including the Utopia Split Ducted Air Conditioning Ducted Unit which consists of an outside unit and a ducted indoor inside unit.

Robertson Air Conditioning Pty Ltd trading as Robertson Air Conditioning Products (Robertson) is an Australian air conditioning products manufacturer based on the Gold Coast, Queensland. Between approximately 1997 to 2003 HAUL purchased from Robertson, generic Local Ducted Fan Coil Units (LD Units), which, Robertson manufactured, to suit Hitachi's range of Utopia air conditioning outdoor units

Hitachi prides itself on the highest worldwide manufacturing standards and is committed to supplying quality products to both its channel partners and consumers.

When investigating an isolated report of a faulty Australian-manufactured Utopia Split Ducted Air Conditioning LD unit, Hitachi discovered the Australian manufacturer, Robertson Air Conditioning, had made a change to original LD Unit manufacturing specifications.

The change involved the use of a plastic cover on the electrical box, which melted and smoked when the capacitor is believed to have failed.

The units do not meet Hitachi's own high manufacturing standards, which requires a metal electrical box cover.

As such, Hitachi Australia Limited has voluntarily issued a national safety notice, calling on homeowners who have purchased Robertson manufactured (Hitachi branded) Utopia Split Ducted Air Conditioner LD Units between 2000 and 2006, to contact Hitachi toll free on 1800 354 178.

Hitachi has established a repairer network to modify installed LD units to Hitachi worldwide standards at no cost to homeowners or the dealer network.

Hitachi is asking any business with stock of the potentially affected units or any consumers, who think they may have one of these Robertson LD Units installed in their home, to call the dedicated toll free number 1800 354 178 to arrange for an inspection and if necessary, modification.

Potentially affected LD models identified in the safety notice may include LD-2, LD-2.5, LD-3, LD-3.5, LD-4, LD-5, LD-6 and LD-7.

- Ends -

Media Contact –

Katherine Cammuso or Meredith Lill

Mcgregors International

Tel (02) 9967 9399

Email katherine@mcgregors.com.au or meredith@mcgregors.com.au



Voluntary Safety Notice



HITACHI UTOPIA DUCTED AIR CONDITIONING UNITS

Product: Robertson manufactured Hitachi Utopia branded Split Ducted Air Conditioner Indoor units, supplied to and sold by Hitachi Australia Limited dealers.

Models may include: LD-2, LD-2.5, LD-3, LD-3.5, LD-4, LD-5, LD-6, LD-7.

How to identify: Potentially affected units can be identified by a plastic electrical box cover with Robertson Air Conditioning label (pictured). The indoor air conditioner fan coil unit should be located in an easily accessible ceiling cavity.

The hazard: Where a plastic electrical box cover has been used, unit failure may lead to fire, smoke or cover distortion.

Date supplied: Manufactured between 2000 and 2003 and sold between 2000 and 2006.

Consumer action: There is an extremely low risk of fire arising from a failure of the plastic electrical box cover. Nevertheless, we recommend that consumers cease use of the air conditioner and immediately contact Hitachi Aust. Ltd. on toll free **1800 354 178**. Call Monday to Friday between 9.00am-5.00pm AEST to organise a service technician to check and if necessary replace the plastic electrical box cover with a metal cover free of charge.

To assist in identification of affected units please note the model no., serial no. and manufacture date on your installation paperwork for both indoor and outdoor units or located on a sticker on the outdoor and indoor units of the air conditioner prior to calling.

See www.recalls.gov.au for
Australian Product Recall Information

Level 3, 82 Waterloo Rd, P: 9888 4100 F: 9888 4195
North Ryde, NSW 2113 <http://aus.hitachi.com.au>

HITACHI
Inspire the Next