

Whirlpool tumble dryer recall update



Whirlpool's recalls remain active and so consumers should still register their affected product for a resolution. This is the final update to the published recall data received by OPSS from the company.

Any enquiries should be sent to opss.enquiries@beis.gov.uk.

Whirlpool has been regularly updating the Office for Product Safety and Standards (OPSS) on the progress of its tumble dryer recall programme following an intervention by OPSS in June 2019. The latest data, as of the end of 5 October 2021, is published below. This is based on Whirlpool's management information and has not been independently verified by OPSS.

Under the recall, consumers with an unmodified, affected tumble dryer are entitled to a new replacement machine. This will be delivered and installed, with the old one removed, all at no cost to the consumer.

Whirlpool agreed to undertake a number of actions including:

- delivering a significant new consumer outreach campaign with wide ranging publicity of the product recall aimed at reaching affected consumers and driving up awareness
- guaranteeing no charges for delivery, installation or removal of machines
- improving identification of, and outreach to, vulnerable consumers
- providing OPSS with timely reporting of progress made in the product recall

The reported status of the tumble dryer recall programme is as follows:

1) 140,151 new customers have come forward since 12 June 2019 following the Consumer Minister announcing the intention to serve a recall notice in the House of Commons on 11 June 2019.

2) 1,419,904 visits have been made to Whirlpool's new designated website.

3) The average time taken from a customer making a decision to each resolution type is as follows:

- 16.0 days for a product exchange
- 14.0 days for a refund
- 6.7 days for a modification

4) 126,975 cases have been fully resolved, of which:

- 84,537 machines have been replaced (free of charge)
- 21,864 machines have been part exchanged (upgraded)
- 6,394 machines have been collected and refunded
- 14,180 machines have been modified

Approximately 2,132 machines have been identified as needing no further action, due to the customer no longer owning the machine or it being previously modified.

5) The average time taken from a customer registration to resolution is 42 days.

All figures are those reported for 11 July 2019 to 5 October 2021 unless stated otherwise.

[Further information on the recall campaign](#)

Published 13 September 2019

Last updated 17 November 2021 [+ show all updates](#)

1. 17 November 2021

Updated figures provided.

2. 20 October 2020

Updated figures provided.

3. 9 July 2020

Updated figures provided.

4. 16 March 2020

Updated figures provided.

5. 19 December 2019

Updated figures provided.

6. 22 October 2019

Updated figures provided.

7. 13 September 2019

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