

Whirlpool issues washing machine recall following intervention by regulator



The recall campaign began in early January 2020 and is being undertaken by Whirlpool UK Appliances Ltd, which identified the fault in models from brands it owns. The recall was announced on 17 December 2019 when consumers were advised to contact Whirlpool to arrange a replacement.

The advice sets out that there is a risk that the door locks of affected machines could catch fire due to overheating during the washing process. Affected consumers are advised to unplug their machine and register with Whirlpool for a replacement.

Under the recall, consumers with an affected washing machine will be entitled to a free replacement. Old machines will be removed, and replacements installed, at no cost to the consumer.

This safety announcement and recall follows urgent action by the regulator the Office for Product Safety and Standards (OPSS). OPSS is committed to acting immediately to ensure public safety.

Office for Product Safety and Standards Chief Executive Graham Russell said:

Whirlpool is recalling models of washing machines due to consumer safety concerns. They have advised consumers with affected models to unplug their machine until it is replaced. The Office for Product Safety and Standards will closely monitor Whirlpool to ensure the recall is carried out successfully.

Our priority is to keep consumers safe and we urge affected customers to unplug their washing machines and contact Whirlpool.

Additional information:

- Whirlpool will be required to provide regular updates to OPSS on progress made in the product recall.

- Consumers can contact the Whirlpool helpline on 0800 316 1442 for more information or visit the Whirlpool website for a full list of affected machines.

Published 17 December 2019

Last updated 15 January 2020 [+ show all updates](#)

1. 15 January 2020 The product recall has now begun.
2. 17 December 2019 First published.