

27 November 2024

Dear The Good Guys,

Following our previous communication on 30 October 2024, we are writing to inform you that Versuni is recalling Philips PSG8030 series Pressurized Steam Irons with the following Type Number and Date Codes:

- PSG8030 | 2421/2422/2423



The recall is due to a manufacturing issue in the welding of the boiler that generates the steam in the steam system. Affected Pressurized Steam Irons can separate during normal operation, posing a risk of serious injury, damage to property or both if the boiler seam splits open in a domestic environment.

We are directing consumers to immediately stop using the product and to contact Versuni Australia Customer Care Desk at 1300 805 865 or to visit Versuni's website at <https://philips-psg.infotip-rt.com/index.php?Cid=AU&Lgld=en> to arrange a full refund.

Once the ACCC has published the recall on its Product Safety website, we will be sending you a copy of the ACCC's recall advert. When received, we kindly ask for your support in informing consumers by displaying this recall advert in your store. If any customers reach out to you with questions about this recall, please direct them to contact Versuni using the details on the advert. Additionally, to the extent you may not have already done so, we kindly request that you immediately remove all appliances with the above-mentioned type number and date code from sale and demo displays.

If you have contact information for any consumers who purchased a PSG8030 series Pressurized Steam Iron with an affected Date Code, we ask that you notify them about the recall or obtain their consent to provide their details to Versuni so that we can reach out to them directly.

If you have any remaining units in your inventory, please continue to quarantine them and share your inventory information by **29 November 2024** and prepare for the return of the units within scope. We will provide additional guidance as soon as possible regarding the handling of any unsold inventory.

The decision to recall the product was made because the safety of our consumers is of the utmost importance to Versuni. We thank you for your support in this process. Please do not hesitate to contact us if you have any questions.

Kind regards,

Anthony Pearson

Versuni – Authorized Brand Licensee for Philips domestic appliances