

CablePI Recall FAQ's – Internal/External

Why is TasNetworks recalling CablePI devices?

TasNetworks has identified a manufacturing defect within a limited batch of devices. These devices were manufactured in 2013 and distributed to customers between December 2013 and June 2014.

Are these faulty devices dangerous?

The defect in the device itself can cause the CablePI to smoke or ignite. Whilst the risk of this actually happening is small, TasNetworks has initiated a voluntary recall of all device manufactured in 2013.

How many devices are being recalled?

4,362 devices are being targeted in the recall. This is a small percentage of the 240,000 devices delivered across Tasmania. It's important to note that CablePI has been in use in Tasmania for almost 5 years and has detected over 3,400 faults to date, including 190 potentially life threatening broken neutrals.

When did TasNetworks become aware of this problem?

Testing was carried out by an independent party and a report confirming the manufacturing defect was received in mid-September, 2015 at which point we made it our highest priority to notify our customers.

What is TasNetworks doing about it?

TasNetworks is currently contacting all customers that received a CablePI device between December 2013 and June 2014 to provide a new device and a reply paid envelope for the return of the suspect device. Recall notices are also being placed in all major Tasmanian newspapers.

How can I tell if I have a suspect device?

Both on the box the device came in and on the back of the device near the bottom is a sticker with a six digit number. This number is the date of manufacture in DDMMYY format. Any device ending in 13 eg. 110813 should be returned to TasNetworks.

I have a XXXX13 device, what should I do?

If you have not been directly contacted by TasNetworks, you need to unplug the device and call 1300 361 811 to arrange a replacement. TasNetworks will send you a replacement device and a reply paid envelope to return the suspect device. Please do not discard or dispose of your device as we require all of them to be returned to us.

Can I be sure the replacement CablePI device or others manufactured at other times are safe to use?

All replacement devices have been extensively tested to ensure their suitability for use. The manufacturing defect has been confined to a limited production run and independent testing has shown that the fault has not occurred in other batches.

Will you send someone around to ensure that the power point the faulty device was plugged into is ok?

There is no reason to send anyone to your house unless your CablePI device omits an alarm. We do ask that you follow our instructions and replace any device ending in the numbers 13 with the new one that was sent to you. Please call 13 2004 in the event of any CablePI alarm or if you have any safety concerns.

Why do I have to send my device back to you? Why can't I just throw it in the bin?

As part of the recall process, TasNetworks is required to account for all Cable PI devices that were manufactured in 2013. If you no longer have your device, can you please phone us on 1300 361 811 to confirm so that we can keep our records up-to-date.