

8 October 2015

Tasmanian Networks Pty Ltd
ABN 24 167 357 299
PO Box 606
Moonah TAS 7009

Dear Customer

RE: Electrical Safety Recall – 2013 CablePI (WireAlert) Device

This letter is to inform you about a voluntary electrical safety recall of a particular batch of CablePI units.

CablePI is a device that detects an electrical fault known as a broken neutral and has been in use in Tasmania for almost five years. To date, CablePI has detected over 3400 faults, including 190 potentially life-threatening situations.

TasNetworks has recently identified a manufacturing defect within a batch of CablePI devices made in 2013 and distributed to customers between December 2013 and June 2014. The device was not manufactured by TasNetworks, but by a third party, Honeywell Ltd (ACN 000 646 882). It was found the defect may cause the device to melt, smoke or ignite. As a precaution we are voluntarily recalling all devices made in 2013.

Our records indicate one of these potentially defective devices may have been issued to your household. Please check the sticker on the back of any CablePI you have in your home and stop using any device with a serial number ending in 13, as shown below:



Please return the old device to us in the reply paid envelope provided as soon as you can and ideally within 14 days. As part of the recall process, TasNetworks is required to account for all CablePI devices made in 2013. If you no longer have your device, please phone us on 1300 361 811 to help us keep our records up-to-date.

To ensure your continued protection please plug in the new CablePI included with this letter. All replacement devices have been extensively tested to ensure their suitability for use.

We apologise for any inconvenience this voluntary recall may have caused and thank you for your assistance in this matter.

Should you have any questions please contact TasNetworks on 1300 361 811 during business hours or visit www.tasnetworks.com.au.

Yours sincerely



Mike Paine
GM Customer Engagement & Network Operations