

## **URGENT SAFETY NOTICE: SPECIFIC BUILT-IN HEAT PUMP TUMBLE DRYERS MANUFACTURED BETWEEN 2019 - 2024**

Haier UK is urging customers to immediately check whether their built-in heat pump tumble dryer is affected as part of its ongoing safety campaign.

Certain models manufactured between 2019 and 2024 under the following brands may require a free, at-home safety modification.

Affected brands include: Haier, Hoover, Baumatic, Candy, Caple, Lamona, Iberna and Montpellier. Customers with affected models must **STOP** using the appliance immediately until a free modification has been completed.

### **What customers need to do**

1. Locate the 16-digit serial number inside the door panel of the appliance.
2. Visit: <https://productsafety.haier.co.uk/>
3. Enter the serial number to check if the appliance is affected.

If confirmed as affected, customers will be contacted to arrange a free in-home modification by an approved engineer. If accessible, switch off and unplug the appliance immediately until the repair has been carried out.

Haier has been proactively contacting registered customers as part of its ongoing safety programme and continues to work closely with [The Office for Product Safety and Standards](#) (OPSS) and other government authorities.

The company is providing a free at-home modification to ensure the appliance meets all safety standards.

A spokesperson for Haier UK said:

“Customer safety is our absolute priority. We are urging anyone with a built-in heat pump tumble dryer manufactured between 2019 and 2024 to check their appliance immediately using our online checker.

“If your model is affected, please stop using it and arrange your free modification. We apologise for the inconvenience and are working to complete repairs as quickly as possible.”

### **Contact Information**

Web: <https://productsafety.haier.co.uk/>

Email: [recall@hoovercandy.com](mailto:recall@hoovercandy.com)

Call: 0808 178 0516

Customers who own products under other listed brands can also visit the relevant manufacturer’s website for further information.

**ENDS**