

## CONSUMER ADVICE – SAFETECH VOLUNTARY RECALL

### Background information

In late March 2018, Safetech Hardware Australia Pty Ltd (SafeTech) entered a voluntary recall process with the Australian Competition and Consumer Commission for the striker component of key lockable pool gate latches. The products impacted by this recall include/included:

- G8Safe key lockable pool gate latches
- SL-50H Pool Gate Latch
- SL-50-TRI TriLatch
- G8Safe Megapack
- Trade packs that include key lockable pool gate latches.

Both brands of the product – SafeTech and G8Safe – embarked on a thorough process to isolate and remove the recalled product from potential sale and contacted consumers with newspaper advertisements, instore notices, media releases to applicable community bodies and partners, and advice to pool inspectors and certifiers.

### New design replaced old product

Immediate action was taken by both brands to rectify the intermittent fault in the recalled product and a redesign was tested, both in-house and by independent engineers, and approved for manufacture. Replacements were sent to registered consumers as the priority, and then isolated stock underwent a systematic replacement process.

### Ongoing commitment to consumers

As part of the modifications to the product, an alignment marker was added to the front of the hook of the striker to ensure the new modified striker can be easily identified. Please find below an image of the new striker to assist you in identifying them during inspection. This is the new product, so if the product you are viewing does not have this alignment marker, please phone 1300 034 096 or 03 5971 0888 to discuss your options.



### How to check if you have the recalled product?

1. Is your SafeTech or G8Safe branded pool gate latch key lockable?  
If it is key lockable, see Question 2.  
If it isn't key lockable, no action is required as this recall only relates to SafeTech and G8Safe key lockable pool gate latches.
2. Does your key lockable striker have an alignment marker (see picture above)? If it doesn't, please contact SafeTech on 1300 034 096 or 03 5971 0888.

For further information on this fact sheet or the recall, please phone SafeTech Hardware on 1300 034 096 or email [info@safetechhardware.com.au](mailto:info@safetechhardware.com.au)