

Swift Appliance Group



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9 April 2025

Dear Sir/Madam

PRA 2022/19498 | Swift 500 Series Gas Cooker Recall

Swift Appliance Group (Swift) continues to conduct a recall of all Swift 500 Series Cookers manufactured between 1 January 2019 and 31 May 2020 (inclusive) due to a serious safety risk.

Despite our ongoing efforts, over **6,000 affected units** have not yet been remediated. We are reaching out to request your continued support in promoting awareness of the recall and ensuring affected consumers are informed and take appropriate action.

Affected models

The affected models include: 502BHSP, 502BHFW, 502DHSP, 502RHSP, 502SHFW, 502SHW, 502WBHSP, 503BHSPM, 503BHSP, 503BHSPMLG, 503BHSW, 503DSHP, 503RHSP, 503SHSPM, 503SHSW, 503BHSPN.

Reason for the recall

A gas leak risk has been identified in the front left burner due to a defect in the gas supply pipe. This could result in an explosion or fire, leading to severe injury, illness or death.

How you can help

We would be grateful if you could:

- share the **attached** safety notice with your customers and stakeholders and display a printed copy of the safety notice at your premises;
- directly contact your customers who purchased caravans, campers or motorhomes with the recalled units fitted to notify them of the recall and encourage them to register via the Swift website; and
- direct customers to our recall information page <https://swiftappliancegroup.com.au/notices/>.

What should customers do?

Please encourage customers to take the following safety steps:

1. **CHECK** if your appliance is a Swift 500 Series Gas Cooker manufactured between 1 January 2019 – 31 May 2020 (inclusive) by referring to the data plate located on the cooker lid.
2. **STOP** using the front left burner and remove the control knob.
3. **INSTRUCT** all other users not to use the front left burner. However, the other burners and components are safe for ordinary use.
4. **CONTACT** an authorised service agent or licenced plumber or gas fitter to book in a free inspection and repair or replacement (if necessary) of your appliance.
 - Book an appointment with an authorised repairer to inspect and/or repair or replace your unit (if required). A list of authorised repairers can be found here: <https://swiftappliancegroup.com.au/repairs-warranty/>
 - If you are not located near an authorised repairer, contact a registered gas fitter or plumber and ask them to email recall@swiftappliancegroup.com.au or call 0412 821 912 before conducting any work.
5. **TAKE** additional safety precautions
 - If your caravan is used off-road, install a gas leak detection device inside the cupboard below the gas cooker.
 - If you smell gas, immediately turn off the gas supply at the cylinder and ventilate the area.
 - Ensure your unit is serviced every two years.

For any queries or assistance, consumers and agents can contact Swift via:

- Phone: 0412 821 912 (Mon – Fri, 9:00 AM – 5:00 PM)
- Email: recall@swiftappliancegroup.com.au
- Website: swiftappliancegroup.com.au

Your continued support is critical to ensuring consumer safety. Thank you for helping us spread this important message.

Yours faithfully

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Swift Appliance Group