

Whirlpool tumble dryer recall update



Whirlpool's recalls remain active and so consumers should still register their affected product for a resolution. This is the final update to the published recall data received by OPSS from the company.

Any enquiries should be sent to opss.enquiries@beis.gov.uk.

Whirlpool has been regularly updating the Office for Product Safety and Standards (OPSS) on the progress of its tumble dryer recall programme following an intervention by OPSS in June 2019. The latest data, as of the end of 5 October 2021, is published below. This is based on Whirlpool's management information and has not been independently verified by OPSS.

Under the recall, consumers with an unmodified, affected tumble dryer are entitled to a new replacement machine. This will be delivered and installed, with the old one removed, all at no cost to the consumer.

Whirlpool agreed to undertake a number of actions including:

- delivering a significant new consumer outreach campaign with wide ranging publicity of the product recall aimed at reaching affected consumers and driving up awareness
- guaranteeing no charges for delivery, installation or removal of machines
- improving identification of, and outreach to, vulnerable consumers
- providing OPSS with timely reporting of progress made in the product recall

The reported status of the tumble dryer recall programme is as follows:

1) 140,151 new customers have come forward since 12 June 2019 following the Consumer Minister announcing the intention to serve a recall notice in the House of Commons on 11 June 2019.

2) 1,419,904 visits have been made to Whirlpool's new designated website.

3) The average time taken from a customer making a decision to each resolution type is as follows:

- 16.0 days for a product exchange
- 14.0 days for a refund
- 6.7 days for a modification

4) 126,975 cases have been fully resolved, of which:

- 84,537 machines have been replaced (free of charge)
- 21,864 machines have been part exchanged (upgraded)
- 6,394 machines have been collected and refunded
- 14,180 machines have been modified

Approximately 2,132 machines have been identified as needing no further action, due to the customer no longer owning the machine or it being previously modified.

5) The average time taken from a customer registration to resolution is 42 days.

All figures are those reported for 11 July 2019 to 5 October 2021 unless stated otherwise.

[Further information on the recall campaign](#)

Published 13 September 2019

Last updated 17 November 2021 [+ show all updates](#)

1. 17 November 2021

Updated figures provided.

2. 20 October 2020

Updated figures provided.

3. 9 July 2020

Updated figures provided.

4. 16 March 2020

Updated figures provided.

5. 19 December 2019

Updated figures provided.

6. 22 October 2019

Updated figures provided.

7. 13 September 2019

First published.

Beware of fraudsters targeting your student loan payments

Be on your guard against fraudsters.

UK programme assistance to 2019-2020

A list of projects funded by the UK government in Ukraine in 2019-2020.

Foreign flagged ships detained in the UK during August 2019

During August, there was one new detentions of foreign flagged vessels in a UK port.

1. In response to one of the recommendations of Lord Donaldson's inquiry into the prevention of pollution from merchant shipping, and in compliance with the EU Directive on Port State Control (2009/16/EC as amended), the Maritime and Coastguard agency (MCA) publishes details of the foreign flagged vessels detained in UK ports each month.
2. The UK is part of a regional agreement on port state control known as the Paris Memorandum of Understanding on Port State Control (Paris MOU) and information on all ships that are inspected is held centrally in an electronic database known as THETIS. This allows the ships with a high risk rating and poor detention records to be targeted for future inspection.
3. Inspections of foreign flagged ships in UK ports are undertaken by surveyors from the Maritime and Coastguard Agency. When a ship is found to be not in compliance with applicable convention requirements, a deficiency may be raised. If any of their deficiencies are so serious they have to be rectified before departure, then the ship will be detained.

4. All deficiencies should be rectified before departure.
5. When applicable, the list includes those passenger craft prevented from operating under the provisions of the EU Directive on Mandatory Surveys for the safe operation of regular ro-ro ferry and high speed passenger craft services (1999/35/EU).

Notes on the list of detentions

- Full details of the ship. The accompanying detention list shows ship’s International Maritime Organization (IMO) number which is unchanging throughout the ship’s life and uniquely identifies it. It also shows the ship’s name and flag state at the time of its inspection.
- Company. The company shown in the vessel’s Safety Management Certificate (SMC) or if there is no SMC, then the party otherwise believed to be responsible for the safety of the ship at the time of inspection.
- Classification society. The list shows the classification society responsible for classing the ship only.
- Recognised organisation. Responsible for conducting the statutory surveys: and issuing statutory certificates on behalf of the flag state
- white (WL), grey (GL) and black lists (BL) are issued by the Paris MoU on 01 July each year and shows the performance of flag State.
- *Deficiencies The deficiencies listed are the ones which were detainable. Further details of other deficiencies can be provided on request.

SHIPS DETAINED IN AUGUST 2019

Vessel Name: VEGA MARS

GT: 19994

IMO: 9497438

Flag: Liberia (white list)

Company: MS Vega-Reederei GmbH & Co KG

Classification society: Nippon Kaiji Kyokai

Recognised organisation: Nippon Kaiji Kyokai
 Recognised organisation for ISM Doc: Nippon Kaiji Kyokai
 Recognised organisation for ISM SMC: Nippon Kaiji Kyokai
 Date and place of detention: 4th August 2019 at Belfast

Summary: nineteen deficiencies with one ground for detention

Defective item	Nature of defect	Ground for Detention
18425 – Access/Structural features (ship)	Not as required	Yes

This vessel was released on 10th August 2019

DETENTIONS CARRIED OVER FROM PREVIOUS MONTHS

Vessel Name: KUZMA MININ

GT: 16257

IMO: 7721263

Flag: Russian Federation (Grey list)

Company: Murmansk Shipping Co

Classification society: RMRS

Recognised organisation: RMRS

Recognised organisation for ISM Doc: RMRS

Recognised organisation for ISM SMC: RMRS

Date and place of detention: 18th December 2018 at Falmouth

Summary: thirteen deficiencies with six grounds for detention

Defective item	Nature of defect	Ground for Detention
01220 – Seafarers’ employment agreement (SEA)	Expired	Yes
18314 – Provisions quantity	Insufficient	Yes
01139 – Maritime Labour Certificate	Expired	Yes
01101 – Cargo Ship Safety Equipment (including exemption)	Survey out of window	Yes
10104 – Gyro compass	Inoperative	Yes
01104 – Cargo Ship Safety Radio 9 (including exemption)	Survey out of window	Yes

This vessel was still detained on 31st August 2019

Vessel Name: POSEIDON

GT: 1412

IMO: 7363217

Flag: Iceland (White list)

Company: Neptune EHF

Classification society: NA

Recognised organisation: NA

Recognised organisation for ISM Doc: DNV-GL

Recognised organisation for ISM SMC: DNV-GL

Date and place of detention: 19th July 2018 at Hull

Summary: ten deficiencies with two grounds for detention

Defective item	Nature of defect	Ground for Detention
02106 – Hull damage impairing seaworthiness	Holed	Yes
07113 – Fire Pumps	Insufficient Pressure	Yes

This vessel was still detained on 31st August 2019

Vessel Name: TECOIL POLARIS

GT: 1814

IMO No: 8883290

Flag: Russian Federation (Grey list)

Company: Tecoil Shipping Ltd

Classification society: RMRS

Recognised organisation: RMRS

Recognised organisation for ISM DOC: RMRS

Recognised organisation for ISM SMC: RMRS

Date and place of detention: 6th June 2018 at Immingham

Summary: twenty-seven deficiencies with eight grounds for detentions

Defective item	Nature of defect	Ground for Detention
10105 – Magnetic compass	Inoperative	Yes
10104 – Gyro compass	Inoperative	Yes
11129 – Operational readiness of lifesaving appliances	Not as required	Yes
10127 – Voyage or passage plan	Not as required	Yes
15150 – ISM	Not as required	Yes
11104 – Rescue boats	Not properly maintained	Yes
11101 – Lifeboats	Not ready for use	Yes
01117 – International Oil Pollution Prevention (IOPP)	Invalid	Yes

This vessel was still detained on 31st August 2019

Vessel Name: CIEN PORCIENTO (General Cargo)

GT: 106.

IMO No: 8944446.

Flag: Unregistered.

Company: Open Window Inc.

Classification society: Unclassed.

Recognised organisation: Not applicable.

Recognised organisation for ISM DOC: Not applicable.

Recognised organisation for ISM SMC: Not applicable

Date and place of detention: 4 March 2010, Lowestoft

Summary: thirty deficiencies including seven grounds for detention

This vessel was still detained on 31st August 2019

Notes to Editors • The MCA is a partner in the Sea Vision UK campaign to raise awareness and understanding of the sea and maritime activities. Sea Vision promotes the importance and economic value of the sector and works to highlight the exciting range of activities and career opportunities available to young people within the UK growing maritime sector.

- Follow us on Twitter: @MCA_media

For further information please contact Maritime and Coastguard Agency Press Office, on: +44 (0) 2380 329 401 Press releases and further information about the agency is available [here](#).

Sellafield success can be a launchpad for northern growth, says report

The Northern Powerhouse Partnership (NPP) launched its northern energy strategy at the Convention of the North in Rotherham today.

The report says the pioneering work of Sellafield and its supply chain can provide a foundation to build a 21st century low carbon energy industry in the north.

Jamie Reed, Sellafield Ltd's head of corporate affairs, welcomed the

strategy.

He told the conference:

We're very supportive of the aims and ambitions of NPP's strategy.

Low carbon energy production is crucially important for economic growth and to meet the UK's target of zero emissions by 2050.

Sellafield already plays a vital role in the UK's energy sector, providing spent fuel and waste management services to the nuclear industry on behalf of our owner, the Nuclear Decommissioning Authority.

Our priority will always be to deliver our mission in the national interest but we're also ready to play our part in the development of the next generation of the energy industry.

The conference brought together key figures from politics, business, communities, and academia in the north.

They discussed ideas for how the region can help drive forward the Government's Industrial Strategy.

An independent economic review, commissioned by NPP, found the north could generate economic growth, improve productivity, and create jobs if it positioned itself as a low carbon energy leader.

NPP's report added that the north should build on the history and pedigree of organisations like Sellafield Ltd to achieve its aims.

Jamie added:

Sellafield was the birthplace of the first generation of low carbon electricity production.

Calder Hall, the world's first nuclear power station was designed and built in the north and safely operated for 47 years, well beyond its estimated lifespan.

We've now successfully removed all of its nuclear fuel, which puts us well on the way to safely decommissioning the facility.

This shows the northern energy industry at its best: pioneering innovation, safe and reliable operations, and responsible waste management and clean-up.

Calder Hall was one of the 20th century's greatest technological achievements.

I'm hugely excited about our potential to make a similar pioneering

contribution to the 21st century energy industry.