

Q&A

Which washing machines are being recalled?

Whirlpool is recalling a limited number of washing machines sold in the UK and Ireland under the Hotpoint and Indesit brands that were manufactured between October 2014 and February 2018. Please note, no Whirlpool branded machines are affected.

How can I find out if I own an affected machine?

You can check if your washing machine is affected by this recall by visiting <https://washingmachinerecall.whirlpool.co.uk> [<https://washingmachinerecall.whirlpool.ie> for Ireland]. This site includes an online model checker tool, as well as a full list of model numbers. Alternatively, customers can call our freephone hotline 0800 316 1442 [0818 903 281 for Ireland] where one of our advisers can assist with checking their model and providing further information.

What are you offering affected customers?

Under the recall, all affected customers will have the choice of either a free-of-charge like-for-like replacement washing machine, or a free-of-charge in-home repair of their existing appliance.

If customers choose the replacement option, Whirlpool will collect and dispose of their affected washing machines and deliver their new products free-of-charge.

What should I do with my affected washing machine between now and when you recall them?

To avoid all risk associated with the use of affected models, customers should unplug their washing machines and not use them.

If nevertheless customers do use their appliance, they should only use cold water cycles of 20C or lower as this significantly reduces the risk. This is because the issue is associated with the washing machine's heating element being activated during washing cycles above 20C.

Next steps

This is a complex operation but we will be working tirelessly over the festive period to ensure we are ready to start offering resolutions to customers from early January. In order to do this, we are doubling the size of our customer service team, increasing our engineer workforce to 1,100 and building up our delivery and collection capability.

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