

PRODUCT WARNING AND RECALL

Portable air conditioner Pump House PAC12 & PAH12 containing R290 Refrigerant

*****Defective mains cables*****

Danger of fire and potential serious injuries

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Dear Customer

Pump House maintain very high demands for the safety and quality of our products, which we implement starting at the development stage, and continuously improve. Furthermore, we put great importance in open communication with our customers.

Therefore, we would like to inform you about the following

Product recall of Portable AC units manufactured from September 2018 to September 2019 with potential defective power cord

1. Products

The portable air conditioner Pump House PAC12 & PAH12 containing R290 GAS (hereinafter: Products) are affected.

Please refer to the sample pictures below:



We have been purchasing these products for over 20 years, and up until now, without any problems.

Products were developed with high-quality standards, designed and tested involving a conformity assessment body and manufactured with continuous quality assurance.

2. Root cause analysis

Despite the standards and procedures described above, we have identified a small number of units where the Products caught fire during operation. Midea have been notified of 3 instances in 80,000 pieces sold across Europe.

Based on these reports Midea immediately investigated this fire and Pump House also appointed a forensic fire investigator to identify the cause of the fire.

During these investigations it was discovered that the distance between the compressor power line and the copper pipe may lead to potential safety hazards.

Following this, Midea and Pump House are recalling all potentially affected Products from the market.

3. Potential risk of injury

The affected Products may catch fire during operation and cause serious injury to the user, as well as to other third parties.

Pump House and Midea are not aware of any incident in the market where an injury occurred.

4. Affected Products

All Products with the following **serial numbers** are affected by this recall, and were manufactured between September 2018 and August 15th, 2019

- 78272001
- 75606401
- 70915801
- 73590601
- 71712001
- 72501101

The affected Products are labelled with the following manufacturer's label:

HOW TO IDENTIFY AN AFFECTED PRODUCT



Step 1
Look for the serial number sticker which is located on the side of the unit.



Step 2
Check the 4th to 11th digits of the serial number.

Step 3
Check if the codes are the serial numbers listed above.

5. Wholesalers please check your stock. Serial numbers can be found on outer packaging, so there is no need to open the box. If you still have any in stock that display the serial numbers in question, please return to Pump House for inspection.

6. Precautionary measures to be taken

Please send this notification to all customers who have purchased our Portable AC units and ask them to check the product they sold, again this notification can be sent to their customer.

- a. **Check stock and block the Products with the effected serial numbers and return to us.**
- b. **Report the type and number of Products you have in stock directly to us via phone or email.**
- c. **Inform your customers and your employees about this matter.**
In order to speed up the communication process and to ensure consistent information, you may inform your employees and customers using this letter.

Please send addendum to customers for them to check product in the field this is a fairly simple process which is shown in addendum "How to Check Portable AC units".

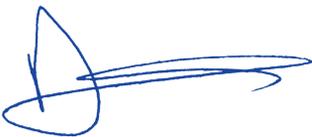
- d. **Please also make this information available on your website in a suitable manner.**
- e. **Please evaluate whether the Products reported by your customers are the affected Products and inform us accordingly.**

We ask you to please take the above steps immediately.

We would like to point out that as distributor you are legally obliged to take precautionary measures in accordance with the requirements of the Product Safety Directive 2001/95/EC and applicable national laws.

Should you have any questions or comments, please contact us. We regret the inconvenience this causes.

Kind regards,



Dave Bass

ADDENDUM

Recall process method of Portable Air Conditioner model PAC12 & PAH12

INSPECTION GUIDELINES

Step 1

Remove the screws and the grill

Step 2

Check whether the compressor power cable is damaged

Step 3

No damage

Reinstall the grille and complete the re-inspection

Damage

Take photos to record. (Machine to be scrapped)

RE-INSPECTION OPERATION DIAGRAM:

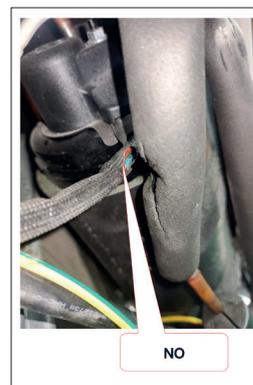
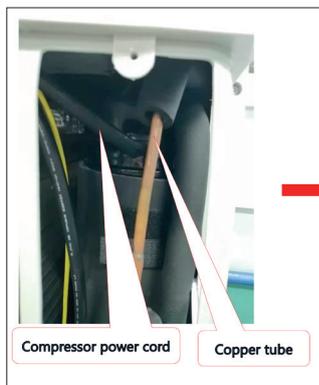
Step 1

Remove the grille screws, and take off the grille



Step 2

Check whether the compressor power cord is damaged



Step 3

If the compressor power cord is not damaged, reinstall the grille, and complete the return inspection. If the power cord is damaged, return the machine to Pump House for a replacement.

