



Business, Energy and
Industrial Strategy Committee

House of Commons, London, SW1A 0AA

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Ian Moverley
UK Brand & Communications Director
Whirlpool UK Appliances Ltd
Morley Way
Woodston
Peterborough
PE2 9JB

Dear Ian,

I am writing to you with regard to your appearance before the Committee on 31 October. During your evidence, you agreed to supply the Committee with additional information as you were unable to answer several questions you were asked by Members.

Please could you provide answers to the following questions:

- What steps you have taken since the Llanwrst fire involving the TVM 570 Tumble Dryer to address potential risks with that model's door mechanism? For clarity, you agreed that this was a separate issue from the one that was subject to the modification programme.
- What is the total number of Section 28 Notices Whirlpool and its subsidiary companies have received from coroners, broken down by year, since 2014?
- Can you please share with the Committee your responses to these Notices?
- Can you confirm whether Whirlpool has used external experts in evaluating the risks posed by tumble dryers manufactured by your company and its subsidiaries.
- If such expertise has been sought, can you explain how it has been used in your decision-making?

I would also like to follow up two other issues that arose from your evidence. You were asked whether different advice was given in Australia to that given in the UK regarding

consumers being able to use faulty tumble dryers before they were modified. You stated that it was your understanding that Whirlpool gave the same advice in all markets, including Australia, that consumers could continue to use their appliance. Please could you explain why the advice published by the Australian Competition and Consumer Commission on the 22 January 2016 was different from that given in the UK at that time? The relevant advice is at:

<https://www.productsafety.gov.au/recall/indesit-company-spa-ariston-and-indesit-domestic-tumble-dryers>

Please could you confirm the dates when you first issued advice in other countries that customers should not use affected machines until they were modified?

During the evidence session you were asked whether your company challenged the new guidance issued by Peterborough Trading Standards in January 2017, which told consumers to not use affected washing machines until they had been modified. As you know, this followed a move by Which? to seek a Judicial Review of the original advice. You said that this new Guidance had not been challenged by your company. Please can you confirm that you did not in any way, formally or informally, challenge or seek amendment to the guidance that Peterborough Trading Standards issued?

I would be grateful if you could reply in full to these questions by 25 November. In view of the public interest generated by your evidence, we will publish this letter and your reply.

mt best industry



Rachel Reeves MP

**Chair of the Business, Energy and
Industrial Strategy Committee**