

DATE 25th February 2022

REFERENCE: Czech Republic National Authority

FROM Colin Greenman

DEPARTMENT Product Risk & Compliance Development

SUBJECT Recall information with regard to
Electrolux/AEG cordless vacuum cleaners
Case ID 8689 of EU Safety Gate Notification
dated 17th Dec 2021 (case No. 2021/440/LV
on Safety (Rapex) Webgate) - Status Update

CLASSIFICATION Open information

Dear Sir / Madam

Please see the following letter from Electrolux Appliances AB for your kind attention.

The information below shows the status of the product recall activities in the Czech Republic market for the Upright cordless vacuum cleaner models **AEG FX9 / Electrolux Pure F9**. The full list of PNC's and full serial number range is shown in Annex A.. It covers not only those originally sold into the Czech market, but any suspected products that may have been moved into the Czech Republic because of the owner's relocation or cross boarder purchase.

Recall status data to date:

Country	Czech Republic
Models	AEG FX9 / Electrolux Pure F9
PNC's	All
Total sold to end consumers	195
Identified consumer contacts	95
Returned products	95
Returned %	48.72%

Electrolux / AEG website address information	www.aeg.cz
	www.electrolux.cz
Social Media Information	https://www.facebook.com/electroluxceskarepublika/
Print Media Information	N/A
National Press Release	On 20th Dec 2021
Retailers Communication	On 20th Dec 2021

Data on products sold to end consumers is considered to be robust. Numbers of sold units may decrease as retailers identify any local stocks that have not been returned to Electrolux.

Next steps:

Retailers are being contacted again to further improve communications channels to purchasers via store displays, etc. Retailers previously in communication with end consumers, we will be requested to ask consumers to re-check their products for any manufactured during the period weeks 03-2020 to week 45-2021. Considering the revised list of serial numbers and as consumers may not have performed this task or, misunderstood the complex specific serial number sub-ranges previously communicated. To make this easier for the end user a simple start and end possible serial number range has been provided covering all previously identified and communicated PNC's.

This information is being updated onto the Electrolux and AEG websites as shown above. Electrolux asks the national authority to update any national websites with this information and ensure that the link to the Electrolux and AEG websites are shown, as this will show the contact details / links for end consumers to contact the national Electrolux customer care teams. They be able to talk directly with the end consumer to identify if their product is within the scope of the recall and what further actions need to be taken and what and compensation options are available.

Retailers are requested to review point of sales information to identify end user transaction details and / or delivery details, etc. Contact details should be sent to Electrolux. However, retailers may choose to contact end consumers directly to arrange for product retrieval.

Transactions details are to be forwarded to credit card agencies and banks to request purchaser contact details in line with the General Data Protection Regulation (EU GDPR) relating to product safety issues. This information will then be used to identify and contact end consumers directly by Electrolux.

Documentation supporting the identification of the numbers of products sold to end users is being collated and will be available for the next status update. This will include:

- Sales invoices for Electrolux distribution customers and retailers.
- Returns information from retailers covering unsold stocks.

Information on the appropriate scrapping and materials recycling as require under local WEEE legislation will be generated including the identification of the Electrolux WEEE organization and the organization's local WEEE registration / accreditation. This is expected to be included in next status update scheduled for the end of April 2022.

Electrolux is regularly reviewing the local recall process operation and communications effectiveness to facilitate further communication with as yet unidentified end consumers and will undertake additional measures as required to obtain as many of the identified products from the market as practicable.

If you require any additional information or to discuss the status of the recall operation within your country, please contact me via email at colin.greeneman@electrolux.com

Kind Regards



Colin Greenman

European Head of Product Risk & Compliance Development

Annex A

Full list of previously identified and communicated PNC's, with simplified affected production serial number possible ranges (including revisions). Key information for end consumers is the first three digits of each serial number.

The first digit identifies the year of manufacture (0=2020, 1=2021). The second and third digits identify the week number. The remaining five digits identify any possible sequential production unit from 1 to 99,999 potentially manufactured during that week.

Brand	PNC	2020 Manufacture Serial Number Range	2021 Manufacture Serial Number Range
Electrolux	900277599	00300001 - 05299999	10100001 - 14599999
Electrolux	900277600	00300001 - 05299999	10100001 - 14599999
Electrolux	900277601	00300001 - 05299999	10100001 - 14599999
Electrolux	900277602	00300001 - 05299999	10100001 - 14599999
Electrolux	900277603	00300001 - 05299999	10100001 - 14599999
Electrolux	900277616	00300001 - 05299999	10100001 - 14599999
Electrolux	900279101	00300001 - 05299999	10100001 - 14599999
Electrolux	900279102	00300001 - 05299999	10100001 - 14599999
Electrolux	900279104	00300001 - 05299999	10100001 - 14599999
Electrolux	900279105	00300001 - 05299999	10100001 - 14599999
Electrolux	900279155	00300001 - 05299999	10100001 - 14599999
AEG	900277604	00300001 - 05299999	10100001 - 14599999
AEG	900277605	00300001 - 05299999	10100001 - 14599999
AEG	900277606	00300001 - 05299999	10100001 - 14599999
AEG	900277607	00300001 - 05299999	10100001 - 14599999
AEG	900277614	00300001 - 05299999	10100001 - 14599999
AEG	900279107	00300001 - 05299999	10100001 - 14599999