

PRODUCT SAFETY NOTICE

Techwood Televisions manufactured in December 2024

IMPORTANT SAFETY NOTICE

Brand	Model
TECHWOOD	32AO11FHDF

Brand	Model
TECHWOOD	55AO11UHDF

We have identified an issue related to a limited number of detachable power cables supplied with the above Techwood televisions manufactured in December 2024.

The issue relates to the fuse in certain power cables not complying with the relevant safety standards and in the event of a failure in the electrical system, there is a rare possibility of a fire hazard.

Following further investigations, although the power cable and fuse have been identified as low risk and the majority of products are not affected, we are committed to the safety of our customers and are asking anyone who has purchased one of the above products to visit <https://tvcable.pacificawarranty.com/welcome> to check whether their Techwood TV matches with the listed serial numbers of affected products.

By entering the TV's serial number, customers will be able to see if their product is included and, if so, follow the online steps to arrange for a replacement power cable or only the fuse itself, which will be sent free of charge. If fuse replacement is preferred, necessary instructions for such replacement can be viewed on the above website.

How to find your serial number – This is located on the rating label on the back of the television.

Once the replacement power cable or fuse has been received, customers should remove the original power cable or fuse and dispose of it safely via a WEEE recycling facility.

We take the safety of our products extremely seriously and would like to apologise to customers affected for any inconvenience this may cause. No other Techwood products are affected by this product safety notice.