

Information for Electrical Contractors and Wholesalers

DKSH Australia recall of Noark single module Compact RCBO Noark model no. Ex9NLE-N

As a specialist provider of top quality electrical protection devices and solutions throughout Australia, DKSH Australia prides itself on the quality of our products and the safety of our customers.

A potential defect has been detected on Noark RCBO references 90552, 90553, 90554, 90555, 90556, 90703 known as 'mono' resulting in a risk of electric shock.

Whilst the fault is very rare and in the absence of any serious incident, we have taken the voluntary decision to recall all of the products sold and installed in Australia.

Products affected include:

90552 - 1 module RCBO 10A 30mA
 90553 - 1 module RCBO 16A 30mA
 90554 - 1 module RCBO 20A 30mA
 90555 - 1 module RCBO 25A 30mA
 90556 - 1 module RCBO 32A 30mA
 90703 - 1 module RCBO 40A 30mA

These products have been sold throughout Victoria, South Australia and Western Australia between March 2016 and October 2019. No other Noark branded RCBO's are affected by this recall.

Recall progress

The Recall was initiated in August 2020. DKSH Australia has contacted all known purchasers; Wholesalers and Electrical Contractors. Whilst a large proportion of the affected products have been identified and replaced, DKSH Australia will continue to support the recall for all units identified and replaced.

Action required by Electrical Contractors and Wholesalers

1. STOP selling and installing the Recalled product.
2. Contact DKSH Australia Pty Ltd to arrange return of their stock and/or replacement of the installed products.
3. Please call DKSH Australia on **1800 006 137** or email **recall.au@dksh.com**



ELECTRICAL SAFETY RECALL

**Single module Compact RCBO
Noark model no. Ex9NLE-N**

Identification:
 Products affected include:
 90552 - 1 module RCBO 10A 30mA
 90553 - 1 module RCBO 16A 30mA
 90554 - 1 module RCBO 20A 30mA
 90555 - 1 module RCBO 25A 30mA
 90556 - 1 module RCBO 32A 30mA
 90703 - 1 module RCBO 40A 30mA
 These products have been sold throughout Victoria, South Australia and Western Australia between March 2016 and October 2019.

Defect: The product does not comply with the Australian Standard.

Hazard: Risk of electrical shock.

Action required:
 Electrical wholesalers are required to stop selling these products. Electrical contractors are required to stop installing the above products and contact DKSH Australia Pty Ltd to arrange return of their stock and/or replacement of the installed products.

For further information
 Please direct all calls and any queries concerning this recall to DKSH by phoning 1800 006 137 (during business hours), emailing recall.au@dksh.com or by visiting <https://dksh.com/noark-rcbo-recall>

See www.recalls.gov.au for Australia Product Recalls Information

