

MEDIA RELEASE

SafeTech Hardware Australia Pty Ltd (SafeTech Hardware) are working in collaboration with the Australian Competition and Consumer Commission (ACCC) to ensure consumer safety is the priority with the product recall of the striker component of their key lockable pool gate latches.

“We are working closely with the ACCC to address and resolve a potential intermittent fault with the striker component of our key lockable pool gate latches,” a SafeTech Hardware spokesperson said.

“Consumer safety is always our priority – we have chosen to do a voluntary recall and have set up communication channels to assist consumers to resolve the issue and retain their existing pool compliance status.

“It is important to be clear that there has been no incidents or issues reported from consumers about the product.”

An independent mechanical engineering company was engaged by SafeTech Hardware to thoroughly investigate the mechanical operation of the striker component after an industry certifier raised concerns. The subsequent engineers’ report noted that the scenario required for the fault to occur would be very rare.

The issue raised was with the striker component, not the latch itself. In some limited circumstances, if an attempt is made to turn the key with unusually high torque while the gate is open, there is a potential intermittent risk that the key lock mechanism of the latch may engage causing the gate to remain locked in the open position.

“When the key is in the key lock mechanism and turned with unusually high force while the gate is open, there is a risk that the lock mechanism may engage causing the gate to remain locked in the open position,” a SafeTech Hardware spokesperson said.

“It would be very rare for these specific set of events to simultaneously occur, in particular the torque required was high, as noted in the engineers’ report.”

Consumers are being advised to remove the key from the key lock mechanism and fill the key hole with a waterproof adhesive – this will prevent the key from being inserted and remove the chance of the potential intermittent fault occurring. A free call 1300 number and a dedicated support page has been established to assist consumers with this process. A quick and easy do-it-yourself guide with step-by-step instructions, images and a ‘how to’ video for both the disabling of the key mechanism and striker replacement is available.

“The free call 1300 number and dedicated webpage will provide consumers with information on the product recall and how to resolve the issue quickly and effectively,” a SafeTech Hardware spokesperson said.

“Consumers will be stepped through how to prevent this potential intermittent fault from occurring and replacement options are available as well.”

“It is important to note that disabling the key lock mechanism of the latch will not affect existing pool compliance status or the ability to latch and secure the gate.”

As part of SafeTech Hardware’s commitment to resolving this issue quickly and safely, a recall notice is being distributed via the communication channels agreed with the ACCC.

SafeTech Hardware is the intellectual property holder for SafeTech Hardware and G8Safe branded key lockable pool gate latches.

It is important to note that no other SafeTech Hardware products are affected by this recall.

SafeTech Hardware is committed to upholding its reputation in delivering innovative and safe products to consumers.

Key industry partners have been very supportive throughout this process, and we continue to work closely with them to resolve this situation as quickly as possible.

List of products:

- SafeTech Top Pull Pool Gate Latch (Key Lockable)
- G8Safe Top Pull Pool Gate Latch (Key Lockable)
- SafeTech TriLatch (Key Lockable)
- G8Safe TriLatch (Key Lockable)

These products are also available for purchase as part of the following kits:

- SafeTech Trade Packs (Key Lockable)
- G8Safe Megapack (Key Lockable)

For more information on this media release, please call Debbie Brennan, General Manager – SafeTech Hardware, on 1300 034 096 or email info@safetechhardware.com.au