

INFINITY CABLE RECALL

What is being recalled?

The recall is for three batches of 'Infinity' brand insulated electrical cables. The cables are Thermoplastic Sheathed electric cable - commonly known as 'TPS'.

The specific cable is 2.5mm 'Polymeric Insulated Electrical Cable which is PVC Sheathed, PVC Insulated, Flat and Flexible Low Voltage Electrical Cable' also commonly known as 'TPS 2.5mm Twin and Earth' (ThermoPlastic Sheathed Electrical Cable, active, neutral and earth).

The batch numbers being recalled are INFH 190311, INFH 210912 and INFMEL 081112.

How can I identify this cable?

The cable has the words 'Infinity' written on it. The batch numbers will be found on the roll of cable.

What is the cable used for? Where might it be in my house?

This type of cable is used in all kinds of electrical wiring work. It is used in roof spaces, wall cavities and may at times be exposed on the surface of homes. The cables are also used in commercial and retail premises.

What is the safety problem with the cable?

The plastic coating insulation on the cable can become brittle when exposed to high temperatures over time. The cable can degrade through exposure to heat from the copper wire itself or through exposure to external heat – such as if it is used in the roof of homes in warmer parts of NSW.

It is important to note that the cable is not considered to be an immediate safety hazard. The concern is that the plastic coating may break down over time and then become unsafe.

What could happen if this cable fails?

The plastic coating insulation can become brittle over time and the wires may contact each other and 'short'. The wires might fail if they are disturbed or contacted by humans or animals. This could expose them to electric shock or the risk of fire if something falls across the exposed wires.

Safety switches, if installed, along with other types of circuit protection will operate to shut off the circuit. Power will be cut off to that circuit. While the cable may catch fire at the instant it fails, the tests undertaken on behalf of NSW Fair Trading indicate that the wire will not propagate (i.e. spread) a flame.

How long has this cable been available in NSW?

Information provided to Fair Trading is that the product has only been stocked in NSW for about one year.

Is the cable available in other states and territories?

NSW Fair Trading has been in contact with electrical safety regulators around Australia and advised them of the concerns regarding this cable. NSW Fair Trading believes that the cable may also be sold in other States and Territories.

What should I do if I think I have this cable in my house, or I'm not sure?

Consumers should not try to inspect the cable. Any work on wiring or cable in your home should only be done by licensed electricians. Always check the licence of traders, including electricians, at the website www.licence.nsw.gov.au/LicenceCheck/

If you have recently had building work done, or wiring changed or installed in your home, contact your builder or electrician and ask them to tell you what cable they used. If they are unsure they should inspect the cable to see if it is part of the recalled batches. If it is the recalled cable you should talk to the builder or electrician about the cable being replaced.

How can an electrician tell if there is a problem with this cable?

The plastic coating or 'sheathing' may look prematurely aged or dirty. The recalled cable should be replaced even if it does not yet show these visible signs.

I'm an electrician that has bought this cable – what should I do?

The cable should not be used. You should return the cable to the shop where you bought it. Under the Australian Consumer Law (ACL) purchasers are entitled to a refund of any unused cable. If you have used the recalled cable you should contact your clients and talk with them about replacing the cable.

If the recalled cable has been used in my house how can I get it replaced? Who pays?

If your builder or electrician confirms that the recalled cable has been used in your home you should have the cable removed and replaced.

The electrician that undertook the work may be liable for the cost of the removal and replacement of the cabling under the consumer guarantee, warranty and refund provisions of the Australian Consumer Law and the statutory warranty provisions of the Home Building Act. Consumers and electricians may also have grounds for a claim against the cable supplier and/or manufacturer.

Have there been any fires, accidents or incidents caused by this cable?

No. Fair Trading has no information that any incidents or injuries to people or property has resulted from the cable.

So why is Fair Trading taking action?

Cables and wiring may not be sold in NSW unless they are safe. The cables that are the subject of the recall have been subjected to laboratory testing and failed that test. The recall is needed to prevent possible future problems.

What has Fair Trading done to stop this cable being used in NSW homes?

This cable is imported into Australia and supplied by Infinity Cable Co Pty Ltd ('the company'). Fair Trading has worked with the company to arrange this voluntary recall by the company.

The company is publishing recall notices in newspapers and writing to everyone they have sold the cable to requesting them to return the recalled batches of cable to the place of sale.

The company has agreed to provide information to Fair Trading concerning the importation and sale of the recalled batches of cable and to provide ongoing reports to Fair Trading of the recall and disposal of the affected cables.