

TO: POOL CERTIFIERS & INSPECTORS – AUSTRALIA AND NEW ZEALAND

FROM: SAFETECH HARDWARE AUSTRALIA PTY LTD ON BEHALF OF SAFETECH & G8SAFE

SUBJECT: VOLUNTARY RECALL OF STRIKER COMPONENT OF KEY LOCKABLE POOL GATE LATCHES

In April, we contacted you to advise you of our voluntary recall of the striker component of the SafeTech & G8Safe key lockable pool gate latches. The products impacted by this recall include:

- G8Safe key lockable pool gate latches
- SL-50 key lockable pool gate latch
- SL-50TRI Trilatch pool gate latch
- G8Safe Megapacks
- Trade packs that include key lockable pool gate latches.

I want to take this opportunity to thank you for your messages of support and for working with us through this time. We are pleased to advise the intermittent fault in the key lock cylinder has successfully been resolved and our newly designed striker has undergone a rigorous testing process with an independent mechanical engineer and testing by a NATA accredited laboratory. Production of the new strikers has commenced with replacement underway. Please note that all consumers that registered via the SafeTech support phone number or website have been sent their chosen replacement product, i.e. a keyless latch or new striker for their existing key lockable latch.

During your inspections, you will no doubt come across our SafeTech & G8Safe latches. As part of the modifications to the product, we have added an alignment marker on the front of the hook of the striker to ensure the new modified striker can be easily identified. Please find below an image of the new striker to assist you in identifying them during your inspections.



Ongoing commitment to consumers of recalled product

Please note that we will continue to provide replacement options indefinitely to all consumers who purchased the old version of the product (the recalled product). The advice to consumers who have the recalled product installed remains as follows.

- The recalled pool gate latches are still pool compliant provided the key lock mechanism is disabled. Instructions about how to disable the lock are available on the SafeTech and G8Safe websites. The potential intermittent fault cannot occur if the key lock mechanism is disabled.
- Consumers who have the recalled product installed will be offered a replacement keyless gate latch striker or alternatively a new improved striker.
- The changeover of the striker is very simple and an instruction sheet is/will be provided with the replacement product. The instruction sheet and a short video on how to replace the striker will remain on our websites to assist everyone with this process.

Contact information for the recalled product

- Phone 1300 034 096
- SafeTech Hardware Striker Support webpage via www.safetechhardware.com.au
- G8Safe Striker Support webpage via www.g8safe.com.au

Again, thank you for your ongoing support and commitment to water safety. If you have any queries on the product, please don't hesitate to contact us any time. We will be pleased to assist you.

Regards and thanks

Debbie Brennan
General Manager
SafeTech Hardware Pty Ltd