








Product Safety Recall

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|  | <p>Do you own this product?</p> <p>BIG W - Contempo Handstick Vacuum Cleaner</p> <p>Model Number: BW-595</p> <p>Keycode: 139259</p> <p>Batch Codes: All batch codes ending in /2021 and /2022 in addition to 010223</p> <p>This code can be found on the product label (as highlighted by the red box above). This label is located on the end of the barrel.</p> <p>Dates sold: 15th March 2022 to 11th October 2023</p> |
|  | <p>Why the product is recalled: Components on the circuit board may overheat and may catch fire. Incidents have occurred and caused property damage.</p> <p>Hazard: Risk of fire or burns causing serious injury.</p> |
|  | <ol style="list-style-type: none">1. Customers should immediately stop using the vacuum and return to any BIG W store for a full refund.2. Phone us if you are unable to return the product or have sold or gifted it to another person or visit: https://www.bigw.com.au/help/contact-us |
|  | <p>Ask our staff to find out more about the recall:</p> <p>Phone: 1300 244 999 9am to 6pm Monday to Friday AEDT (9am to 5pm on Weekends)</p> <p>Online: https://www.bigw.com.au/help/contact-us</p> |
|  | <p>Purchased from: BIG W stores nationally, and online through bigw.com.au, woolworths.com.au and mydeal.com.au</p> |
|  | <p>Scan for information about this recall or visit our FAQ which includes additional images to help you to identify whether you own this product:</p> <p>https://www.bigw.com.au/your-rights-product-safety/recalls/contempo-handstick-vacuum-recall-faq</p> |
|  | <p>Set yourself a reminder to check at home</p> <ul style="list-style-type: none">• Take a photo of this notice• Set a reminder on your phone |

See [productsafety.gov.au](https://www.productsafety.gov.au) for
Australian product recall information