

Dear customer

Re Infinity cable recall by the ACCC

As you may be aware there has been a recall of Infinity cable. It is possible/probable that this cable was used in the recent electrical works at your home/business/institution.

Firstly, I'd like to reassure you that based on expert advice, a task force consisting of personnel from the ACCC and state and territory building, consumer affairs, and electrical safety regulators has determined that there is no immediate cause for alarm. The best estimates indicate that the cable should not start to become potentially unsafe until 2016. However, as the product is faulty, a decision has been made to replace this cable in the event that it has been laid in:

1. Areas near heat sources.
2. Open areas such as roofs, under-floor areas and/or cavities.

My role is to identify to my supplier where this cable has been used. The suppliers will then be able to arrange for assessments to be carried out in order that the cable can be replaced where necessary. To this end I would like to visit your home/building/institution to check whether there is any affected cable in place.

Could you please call me on...
Etc.