

Q&A FOR CSD, SOCIAL MEDIA, AND STORES

95760 Mini Fryer

Regions affected ATH, BAG, BOL, CHE, DAR, GOL, NES, SWI, ECM, CRD, NAA, MIT

What has happened?

We are recalling this product as a precaution because a small number of units have a potential electrical fault.

How serious is it?

This is a precautionary recall

What is Aldi doing about it?

Aldi has removed the product from sale in stores and is recalling the product from customers.

Who is responsible/at fault?

We are investigating the cause of this issue with the supplier of the product to Aldi.

Who has been personally affected/impacted as a result?

There have been some instances of the mini-fryer catching fire. There have been no reported injuries.

What should customers do?

Customers are requested to not use the product and to return the product to store for a full refund

Who knows about this? Who has been alerted?

We have notified our customers and we have also notified the relevant government agencies.

Are your products safe? How can you be sure?

Aldi has a robust system in place for all own brand products. We work closely with our suppliers to ensure that any products they supply to us are manufactured in accordance with relevant safety requirements. Products are subject to rigorous safety and quality testing before sale. We are currently investigating with our supplier to determine the cause of the issue.

Aldi will be investigating this matter thoroughly and liaising with the relevant government agencies as required.

What e-mail/phone number can people contact with questions or problems?

Customer services can be contacted on:

GB - 0800 042 0800 or customer.service@aldi.co.uk

IE - 1 800 991 828 or customer.service@aldi.ie.