



Department of Justice and Regulation

Consumer Affairs Victoria

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Australian Consumer Law and Fair Trading Act 2012

Section 228

PUBLIC WARNING NOTICE

I, Simon Cohen, Director of Consumer Affairs Victoria, issue this Public Warning to consumers about hot water bottles.

Hot water bottles are subject to a mandatory safety standard. I am concerned that certain hot water bottles, sometimes described as "hot water bags", are unsafe and may not be robust enough to handle normal use.

A consumer was recently injured as a result of a "hot water bag" purchased from a discount retail store in Ringwood called "\$2 Hot Potatoes". That store advised Consumer Affairs Victoria staff that the "hot water bags" were purchased from Wens Bros Trading Pty Ltd (Wens) in 2016. In this instance, the consumer reported the item failing at the seams causing the "hot water bag" to unexpectedly open, spilling the hot water contents onto the consumer.

Consumer Affairs Victoria staff recently had several "hot water bags" from Wens' warehouse in Clayton tested. Those "hot water bags" failed to meet four of the eight test criteria including the product's filling aperture size, thickness of the rubber used and the strength of the product's seams. As a result of the testing, and the potential adverse impact to the public, my staff immediately seized over 4,000 of these products from Wens' warehouse.

I urge consumers to exercise extreme caution when using hot water bottles, particularly as we are in the midst of Winter.

Any consumer who has purchased a "hot water bag" should immediately stop using it, and return the product to the store from which it was purchased for a full refund.

This Public Warning Notice does not apply to those hot water bottles that comply with the relevant safety standard. If you have any concerns about a hot water bottle, I urge consumers to take them back to the place of purchase to determine if they are a compliant product.

Any consumer who is concerned about these products may contact Consumer Affairs Victoria on 1300 55 81 81 for further information.

DATED



Simon Cohen
Director, Consumer Affairs Victoria

Sample of the "hot water bag" from Wens Bros Trading Pty Ltd

