

★ JOIN THE FIGHT ★

Suffolk Consumer Champion

Weekly Bulletin

24/02/2017

This week's top features



Fire Risk Tumble Dryers

Whirlpool – which also owns Indesit, Creda and Proline has changed its advice after criticism from trading standards and Which?, and are now advising customers to unplug the appliances and stop using them until they are repaired.

Whirlpool has been replacing or repairing an estimated 3.8 million potentially faulty machines across the UK after identifying a safety defect in November 2015, caused when excess fluff touches the heating element. However, it did not issue a product recall, telling customers they could continue to use their tumble dryer while waiting for the modification, provided it was not left unattended.

Enforcement notices were issued on 16 January and were initially appealed by Whirlpool. If the company had not complied with the notices, it would have been taken to court.

Anyone who owns an Indesit, Hotpoint, Creda, Swan or Proline dryer manufactured between April 2004 and September 2015 [should check if their appliance is affected and then register for a free modification if it is.](#)



Storm Doris Damage

If you have been affected by Storm Doris, and now need a trader to repair any damage to your property, we recommend that you find a trader via [Checkatrade](#).

We work in partnership with Checkatrade to provide a recommended trader scheme to help Suffolk consumers choose a trader they can trust and rely upon.

Each trader under this scheme undergoes a rigorous vetting procedure that includes:

- An interview carried out by Checkatrade at the trader's home or permanent place of work.
- Rigorous background checks carried out by Trading Standards, including a review

of confidential and restricted information.

- Public Liability Insurance check.
- Identification checks.
- Advice on and commitment to use correct documentation for example invoices, contracts etc.
- A Criminal Background Check of the owner / responsible person of the business.
- Accreditation and Qualification checks.
- Verification of trading address.
- Customer reference checks.

In addition to this Checktrade continuously monitors each trader via feedback received from their customers. The main benefit of the partnership is to allow residents to choose a trader they can trust and rely upon, that has not only been vetted by Checktrade but also checked by Trading Standards.

Further to this, you should be aware that UK Power Networks hold a list of vulnerable customers called a 'Priority Services Register' and for these customers they can provide [extra support during a power cut](#). We would recommend that anyone who is vulnerable should register with them.

Many people don't know they should contact their local electricity network operator if they have a power cut. They often mistakenly call the electricity supplier they pay their bills to.

That's why the electricity network operators have introduced 105 – to give you an easy-to-remember number to call that will put you through to the local people who can help.

You can call 105 no matter who you choose to buy electricity from.



Rogue Fish Sellers

As we reported a couple of weeks ago, the rogue fish sellers appear to be back in the County. This week we have received reports of them being in Combs, Rattlesden, Old Newton, and Westhorpe.

Trading Standards regularly receive calls from home owners who have been duped or bullied into spending large amounts of money on poor quality and misdescribed fish, sometimes not even fit for consumption.

These traders travel nationally, cold calling consumers' homes selling the fish. This is often misdescribed, mislabelled or unlabelled, overpriced and sometimes underweight. They are targeting vulnerable consumers and using high pressure sales techniques. [More info here](#).

If you spot them in your area, please call us on 03454 040506, or Suffolk Police on 101.

News stories and sources of advice



[Product recalls](#)



[Suffolk Trading Standards News](#)



[Fraud and Scam Advice](#)



[Consumer Rights](#)



[National Trading Standards News](#)



[Safer Suffolk](#)

Contact Us

Call: 03454 040506

TradingStandards@suffolk.gov.uk

www.suffolk.gov.uk/jointhefight



STAY CONNECTED:

