



## **MEDIA STATEMENT:**

**9 October 2019**

Carrier Corporation is conducting a nationwide rework program, through its local distributor AHIC (Australia) Pty Ltd, to fix a potential defect in some of its Carrier-branded residential and light commercial models. The relevant models were sold in Australia between November 2013 and June 2019.

Carrier is a global manufacturer and supplier of a wide range of residential and commercial air-conditioning units.

This rework program is being implemented in response to a potential safety issue regarding fan motors which have reportedly failed in a small number of Carrier-branded units in North America. None of the reported incidents caused any personal injury or property damage.

There have been no reported failures or incidents in Australia.

The Carrier-branded units which are distributed in Australia are manufactured by a different entity to the manufacturer of the North American units. However, Carrier believes there may be similarities between the North American units and the units sold in Australia that may have the potential to render the fan motor component in the Australian units susceptible to the same type of failure that has been observed in the North American units.

For this reason and out of an abundance of caution, Carrier decided to initiate a rework in Australia.

AHIC (Australia) Pty Ltd is currently in the process of alerting customers to the rework program and making arrangements to carry out the required rework, free of charge.

Carrier is strongly committed to the safety of its customers and is cooperating with the relevant Government and regulatory bodies to initiate and carry out the rework program.

If anyone believes they have one of these units, they should stop using the air conditioner and contact AHIC on 1800 959 554, by email at [carrier.rework@ahi-carrier.com.au](mailto:carrier.rework@ahi-carrier.com.au), or visit our dedicated website at: [www.carrierrework.com.au](http://www.carrierrework.com.au) so that we can make arrangements to carry out the required rework.

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