

IMPORTANT PRODUCT RECALL NOTICE

5 Amp FUSE WIRE

Defective 5 AMP FUSE WIRE has been identified in a batch of multi-ampereage, carded fuse wire manufactured during 2011.

The defect may result in significant overheating of the fuse wire and associated fuse carrier and there is a potential RISK of FIRE.

If you have purchased fuse wire between 1st July 2011 and 31st January 2012 from either: B&Q, Wilkinson, Homebase, Makro or Robert Dyas please do not use it. Please return it to the store where purchased for a full refund.

If the 5 AMP WIRE has been installed since 1st JULY 2011,

PLEASE STOP USING IT IMMEDIATELY

and contact **NEXUS Technical helpline for further advice.**



Product Barcode:
03611814

Product Ref:
FUSEW/BQ-BQ
B&Q



Product Barcode:
53508409

Product Ref:
FUSEW-WK
WILKINSON



Product Barcode:
5013669955739

Product Ref:
FUSEW-HB
HOMEBASE



Product Barcode:
5015056363776

Product Ref:
FUSEW-MP
MASTERPLUG

This recall only applies to 5 AMP FUSE WIRE purchased between 1st July 2011 and 31st January 2012. 15 Amp and 30 Amp fuse wire supplied on the same card is not affected by this recall and operates as intended.

If you have trouble sourcing replacement 5 AMP FUSE WIRE and for any further information or advice, please contact:

NEXUS TECHNICAL HELPLINE: 01952 238 156

(Monday to Friday 8:15am to 6:30pm, Saturday 8:15am to 5:00pm)

**Out of hours in an emergency please contact ARH Group Ltd: 07970 275853
or visit <http://www.nexusinds.com>**

We thank you for your cooperation and apologise for any inconvenience this may have caused.

Recall notice issued: 3rd February 2012 V7

Nexus Industries Ltd; Stafford Park 1, Telford, Shropshire, TF3 3BD

Fuse Wire Recall – Frequently Asked Questions

NEXUS TECHNICAL SUPPORT:

Tel: 01952 238156

Mon-Fri: 08:15 – 18:30

Sat: 08:15 – 17:00

OUT OF HOURS EMERGENCY:

Tel: 07970 275853

ARH GROUP LTD (Electrical Contractors)

Q1) I had a batch of your wire which was purchased between 1st July 2011 and 31st January 2012 and I've taken it back to the store where purchased for a refund. The store has no replacement fuse wire, but I need some immediately, what can I do?

A1) Please contact Nexus Technical Support on: 01952 238156 and they will arrange for some wire to be sent direct to your home.

Q2) I have some wire purchased in July 2011 and it has been installed since this time. What should we do?

A2) Please stop using the wire immediately and contact Nexus Technical Support on 01952 238156, who will assess the situation and, if necessary, provide you with the number of their approved Electrician.

Q3) I have recently installed some wire in my house but do not know if it was purchased within the time frame you specify. What should I do?

A3) Please contact Nexus Technical Support on 01952 238156 who will be able to advise you further and if necessary direct you to their approved electrician.

Q4) I have some of your wire in the fuse box in my house and it has been in place for many months. Is there a risk of fire?

A4) Please contact Nexus Technical Support on 01952 238156 who will be able to advise you further and if necessary direct you to their approved electrician.

Q5) I have some wire in the fuse box in my house and it has been in place for many months. I do not know if it is yours but I am worried it is.

A5) Please contact Nexus Technical Support on 01952 238156 who will be able to advise you further and if necessary direct you to their approved electrician.

Q6) I've tried calling Nexus Technical support, but there is no one there and I'm very concerned?

A6) Out of hours in an emergency please contact ARH Group Ltd on: 07970 275853 who will advise you what to do.

Q7) I am an electrician and I have bought lots of your wire cards over a wide range of dates, how can I tell which ones are faulty?

A7) We would advise you return all of the wire to the store/s where purchased and obtain a refund.

Q8) I am an electrician and I have installed some of the faulty wire within a system and it has irreparably damaged the fuse box. The wiring in the house is too old to accommodate a new consumer unit what should I do?

A8) Please inform your customer to claim for the repairs on their household insurance. Nexus are only able to cover the cost of their approved electrician replacing the wire and consumer unit if damaged.

Q9) I have some wire which I bought in the period you have identified but it passes all of the tests for resistance and does not glow when used. Is this still supposed to be returned to store?

A9) Any wire purchased within the specified time period should be returned to store as a precaution.