



**Date:** 07.02.2020

## **Russell Hobbs Microwave Oven - Product Modification Notice**

We would like to advise you that during ongoing quality assessment of our product we have identified a possible issue relating to the Russell Hobbs microwave ovens fitted in our caravans and motorhomes.

In a small number of instances, it has been identified that the door on the Russell Hobbs microwave has rubbed against the frame of the unit during transit which has caused a level of cosmetic abrasion in the process.

The units potentially affected are all Bailey caravans and motorhomes fitted with a Russell Hobbs microwave built between 8<sup>th</sup> October 2018 and 18<sup>th</sup> November 2019.

As a demonstration of our commitment to customer satisfaction a simple modification to the microwave has been developed, in conjunction with our component supplier, to prevent any future problems of this nature. This involves the fitment of two additional protective adhesive strips to the interior of the microwave door (please see attached fitting instructions for more information).

Given that there is no health or safety risk associated with this modification, to minimize inconvenience we will contact your customers directly asking them to complete this procedure themselves. However, as our Customer Registration Database will not necessarily be totally up to date we strongly advise that you contact them yourselves regarding this matter.

In addition we would ask that you to carry out the necessary inspection to ensure the modification has been completed as part of the vehicles next annual habitation service.

We will also be issuing you with a quantity of the protective adhesive strips in order that you can update any of the units potentially affected that you currently hold on site.

Upon inspection, should you find any cosmetic damage to the interior of the microwave please contact the Bailey Retailer Services Department on [retailerservices@baileyofbristol.co.uk](mailto:retailerservices@baileyofbristol.co.uk) including the caravan or motorhome serial number plus photographic evidence of the damage in question. They will then assess the scale of the problem and advise on the level of remedial work required on a case-by-case basis.

We thank you in advance for your support and should you have any further queries on this matter please contact Bailey on the e-mail address above where they will be happy to assist.

Yours faithfully,



**David Evans**  
**Head of Customer Services**  
Bailey of Bristol

To apply the protective strip the following process needs to be followed

Firstly, open the microwave door and ensure all surfaces are clean from grease.



Remove one protective strip at a time from its backing paper.



Apply one strip at a time to the inside of the microwave door as shown below.



Ensure the protective strips are aligned correctly to the outer edging as shown in the image below.

