

COMPANY STATEMENT

PRODUCT SAFETY RECALL
HEAT BEADS® BARBECUE STARTER

Australian Char Pty Ltd ("Auschar") has commenced a voluntary recall of its Heat Beads® Barbecue Starter product (Product No. HB 152ST). This product was available for purchase between 1 December 2008 and 25 March 2010, from BBQs Galore stores nation-wide, or on-line at www.heatbeads.com.au.



For customer safety

Auschar recently received a report that in some products, the handle may become very hot and melt causing potential handling issues. This could result in the risk of burn injuries.

Through the investigation of the melting handles, a further product safety issue was also identified in a limited quantity of the product. Continuing research and quality reviews have revealed that in some products the heat resistant strip located between the handle and the canister chimney contains Chrysotile Asbestos (White Asbestos). Auschar has been advised that this Asbestos is non-friable (that is, when dry, it cannot be crumbled, pulverised or reduced to powder by hand pressure), is contained in its application, and the potential for airborne fibres during normal usage is therefore minimal. Auschar believes that there is little risk posed to consumers. Again, Auschar is not aware of any asbestos-related accidents or injuries occurring to consumers to date.

However, Auschar takes its responsibility to consumers very seriously. Therefore, as a precaution, Auschar has commenced voluntary product safety recall action.

What Auschar is doing

Auschar has advised consumers to immediately cease using the product. Auschar has also advised consumers to return their affected product to Auschar or to their nearest BBQs Galore Store. Auschar will then arrange for the disposal of the products. Consumer contact details will be recorded, and consumers will be provided with a replacement product once stocks become available after 27 April, 2010. There will be no cost to consumers for the return and replacement of their product.

Despite low distribution of the affected product, Auschar has acted quickly and with the input of industry and government groups. Upon becoming aware of the potential product safety issues, Auschar immediately committed to taking recall action. Auschar also continues to work with relevant industry and government groups to ensure that its legal and ethical obligations are fulfilled, and to ensure that the product safety recall action is conducted as efficiently and with as little inconvenience to consumers as possible.

Thank you from Auschar

Auschar greatly appreciates consumer understanding and cooperation in assisting with this potential safety issue. Auschar apologises for any inconvenience, but assures customers of its best efforts to maintain customer satisfaction with its Heat Beads® products.

For further information, please contact Auschar's Safety Recall Co-ordinator on Consumer Hotline 1800 333 283.

Further information is also available at www.recalls.gov.au.

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