

Product Safety Recall

WESTINGHOUSE WHG638BC & WHG958BC BLACK TEMPERED
GLASS GAS COOKTOPS
Certificate number AGA 8145 G



IDENTIFICATION: Model WHG638BC & WHG958BC Black Tempered Glass Gas Cooktops. Supplied from February 2020. The model and serial number is visible on the base of the unit.

Defect: The glass in the cooktop does not comply with the Domestic Gas Cooking Appliances Standard. If the glass breaks it may shatter into fragments and shards that may hit people using the cooktop or people near by.

Hazard: The glass may break into sharp fragments or shards and pose a risk of serious injury.

What to do: Consumers should check the model number of their cooktop to see if it is affected. Affected consumers should contact Electrolux to arrange for a refund or for a service technician to attend free of charge to replace the product.

Contact details: For more information, consumers can contact Electrolux Home Products by phone on 1800 001 218 (8am and 7pm EST Mon-Fri) or via email at productrecall@electrolux.com

See productsafety.gov.au for
Australian product recall information

11 August 2022

Dear Westinghouse Owner,

Re Product Safety Recall - Westinghouse Black Tempered Glass Gas Cooktops (model numbers WHG638BC & WHG958BC)

Retail sales records indicate that you have purchased a Westinghouse Black Tempered Glass Gas Cooktop (Model Number WHG638BC or WHG958BC), Electrolux has issued a Product Safety Recall for this product; a copy of the recall notice is enclosed.

While our records show you may own this product, please make sure your product is affected by noting the model number which is visible on the base of the unit or in your user manual. No other Westinghouse Cooktops are affected.

Please contact us as soon as possible, so arrangements can be made for a service technician to attend free of charge to replace or remove the product. To rectify this issue, we would like to offer you the following options:

1. Arrange for a free service call where a technician will replace your cooktop with a new upgraded Electrolux Ceramic Black Glass Gas Cooktop (Model Number EHG635BE or EHG955BE)
2. Arrange for a free service call where a technician will replace your cooktop with a new Westinghouse Stainless Steel Gas Cooktop (Model Number WHG648SC or WHG958SC)
3. Alternatively, provide you a product refund and arrange for a free service call where a technician will come out and remove the cooktop from your home.

Electrolux's Customer Care team are on hand to assist, so please contact us on 1800 001 218, between the hours of 08:00 -19:00 on weekdays to arrange the next steps. Alternatively, you can contact us via the following email address productrecall@electrolux.com. Please have your model and serial number details available when contacting us.

We apologise for this situation but stress that our commitment to customer safety is always paramount.

Yours sincerely,



Kurt Hegvold

Managing Director ANZ