

## MEDIA RELEASE

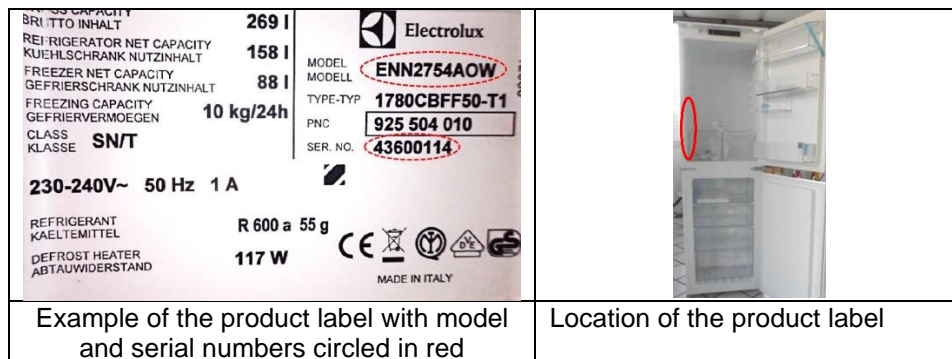
MR No.: 024/21

Singapore, April 23, 2021

### Safety Advisory related to Electrolux built-in refrigerator, model number ENN2754AOW, serial number 512 and below

*Enterprise Singapore urges consumers to stop using these refrigerators as a precautionary measure*

1. Preliminary findings into the four<sup>1</sup> fire incidents at Riversails Condominium which occurred in March and April 2021 have revealed that the fire was caused by the failure of the motor capacitor<sup>2</sup> in the Electrolux refrigerator, model number ENN2754AOW with serial numbers 512<sup>3</sup> and below.
2. Owners can verify the model and serial number of their built-in refrigerators by checking the product label located on the left-hand side of the top compartment.



3. Enterprise Singapore (ESG) has been working with the Riversails' management committee and Electrolux to expedite the removal of the built-in refrigerators from residents' home. As of 20 April 2021, close to 80% of Riversails residents have reached out to Electrolux and majority have had the refrigerator removed from their homes.

<sup>1</sup> 7, 14, 26 March 2021, 13 April 2021

<sup>2</sup> A motor capacitor is a device that holds charges of electricity in refrigerators.

<sup>3</sup> The serial numbers are eight digit numbers. 512 and below refers to the first three digits. Refer to diagram above.

4. The model was tested and certified to prevailing international safety standards and registered with Enterprise Singapore in 2013. 1,807 refrigerators of this model were supplied to condominium developers from 2013 to 2018. The refrigerators were not sold in retail stores in Singapore.
5. Besides the 1377 units installed in Riversails Condominium, 398 units have been installed in Katong Regency, Skygreen, Winsland Serviced Suites by Lanson Place and Wisteria. 32 units were also supplied to other property developers and businesses. The model was no longer supplied to developers after 2018. The list of property developers and businesses can be found in the **Annex**.
6. Electrolux will be contacting the management committees of the four condominiums and the other owners based on their records. Alternatively, owners may call Electrolux at 6727 3699 or email them at [customer-care.sin@electrolux.com](mailto:customer-care.sin@electrolux.com) for assistance.
7. For compensation and redress issues, owners could seek their own independent legal advice or consider mediation through the Singapore Mediation Centre.

**END**

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### **About Enterprise Singapore**

Enterprise Singapore, formerly International Enterprise Singapore and SPRING Singapore, is the government agency championing enterprise development. We work with committed companies to build capabilities, innovate and internationalise.

We also support the growth of Singapore as a hub for global trading and startups. As the national standards and accreditation body, we continue to build trust in Singapore's products and services through quality and standards.

**List of property developers and businesses with the affected model**

DESIGNER SALES  
D NEST  
DBS TRUSTEE LTD  
FRAGRANCE NOVENA  
KATONG REGENCY  
LEW LIAN VALE  
PAN PACIFIC SERVICED APT  
PERTAMA MERCHANDISE  
RIVERBANK  
RIVERSAILS  
SOMERVILLE  
SKYGREEN  
SKYVUE  
TRILIVE  
TOLAY ELECTRICAL  
THOMSON THREE  
THE WESTERIA  
THE CREST  
WINSMART INVESTMENT  
WINSLAND SERVICED SUITES BY LANSON PLACE