

Product Safety Recall

Wireless landline power back-up

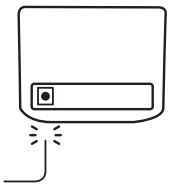
Spark is recalling approximately 14,000 'power back-ups' supplied with its wireless landlines in 2019. A power back-up is the black box between the wireless landline connection box and the wall socket, also known as Spigate Uninterrupted Power supply. The power back-up was supplied with all wireless landlines from 22 March until 2 August 2019.

Wireless connection boxes and phones supplied with the power back-up are not affected.

Defect: Some power units have incorrectly placed wiring due to a manufacturing error.

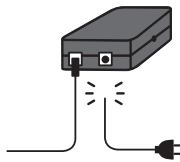
Hazard: The power back-up may overheat and cause a fire risk.

What to do: Unplug your power-back up by following the steps below. If you need help doing this, call Spark and we'll send someone to help you.



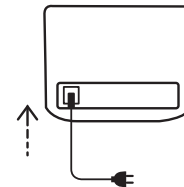
1

Unplug the black cable at the back of your Wireless connection box. Make sure you switch off the power socket first.



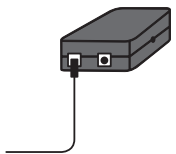
2

Unplug the power cable that goes between your black power back-up and the wall socket.



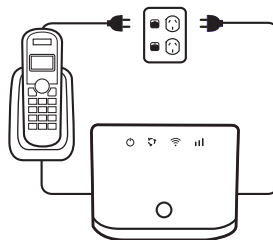
3

Plug the power cable from the wall socket directly into your Wireless Connection box.



4

Your power back-up is now disconnected.



5

Check your new setup, it should look like the diagram above. Don't forget to switch the power socket back on.

Then drop the power back-up to your nearest Spark store, or call Spark and we'll arrange to pick it up.

Your landline will continue to work without a power back-up. But it's important to remember that it won't work if there's a power cut. Please contact Spark if you're concerned about this and we'll do what we can to help.

Contact Spark

For more information, to ask for assistance or to arrange pickup of the power back-up, please call Spark on **0800 159 159** or email **landline@spark.co.nz**