Media Statement

17 December 2017

ALDI Spiral Spring Mixer Tap Is Safe For Use

ALDI Australia confidently maintains its commitment to customers that the Spiral Spring Mixer Tap, sold as a Special Buy on the 11th of June 2016 and the 10th of June 2017, is safe for use.

On three separate occasions, the Spiral Spring Mixer tap has passed independent testing against AS/NZS 4020:2005. This testing standard is required for the Australian WaterMark certification and is the testing method under the Australian Drinking Water Guidelines.

We are committed to providing our customers with safe products of the highest quality.

Once again we are disappointed that ALDI customers are being provided with inconclusive information that generates such unnecessary concern and inconvenience. The report in question is incomplete and inconclusive. The report is missing critical product and manufacturer information required to confirm the identity and origin of the product.

Despite ALDI's clear evidence that the taps are safe for use, any claim that suggests otherwise warrants investigation. Again, ALDI will commission further tests, this time in partnership with the Queensland Building and Construction Commission (QBCC). We have asked for these tests to be conducted under the watchful eye of the ACCC and NATA (National Association of Testing Authorities). The results of these tests will be definitive and made available as soon as completed.

We understand that the allegations of the tap being unsafe will cause concern for some of our customers. If customers who have purchased the ALDI Spiral Spring Mixer Tap would prefer to return the tap before the test results are known, we will provide a full refund for any returns.

Should customers have further questions, they can contact our customer service team on 13 25 34 or via http://www.customerservice.aldi.com.au/

The ACCC are fully aware of the matter and are supportive of the actions we are taking.

ENDS

Please attribute to an ALDI Australia spokesperson.

For further information, product samples or photo opportunities, please contact:
ALDI Media | 02 9994 4437 | ALDI@creation.io

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Completed Tests and Certification: PASS

Commissioned by:	Zhe Jiang Keen Faucet Co., Ltd.
Completed by:	IAPMO R&T Oceania
Certificate #:	IAPMO - WM - 022541 - I01- R02
Date completed:	30 June 2016

Commissioned by:	ALDI Australia
Completed by:	Australian Water Quality Centre Report
Certificate #:	208428
Date completed:	23 July 2017

Commissioned by:	Zhe Jiang Keen Faucet Co., Ltd.
Completed by:	Beijing Building Materials Testing Academy Co., Ltd
Certificate #:	JS2017WS0131-G,
Date completed:	3 August 2017

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