

# Product safety recall

## 18m extension cord sold with Vax Bagged backpack vacuum cleaner (VXCB-01)

Techtronic Industries Australia Pty Ltd

18m orange extension cord sold with Vax Bagged backpack vacuum cleaner (VXCB-01).

Please note, only the extension cord is being recalled, the Vax Bagged backpack vacuum cleaner unit is not being recalled. The extension cord was not sold separately.



### Reason the product is recalled

The 18m orange extension cord can arc internally if the conductors break resulting in overheating and sparking.

### The hazards to consumers

Risk of serious injury from burns or property damage if the extension cord overheats or sparks. Incidents resulting in injury have occurred.

### What consumers should do

1. Stop using the 18m orange extension cord immediately and remove it from the Vax bagged backpack vacuum.
2. Contact Techtronic Industries for more information and instructions on how to destroy the cord and receive a voucher to purchase a replacement cord. Do not return the cord to your place of purchase.
3. The Vax Bagged backpack vacuum cleaner unit is not being recalled and can be used without the 18m extension cord.

### Contact

Techtronic Industries Australia Pty Ltd

Call: 1300 859 017

Email: [customerservice@ttibrands.com.au](mailto:customerservice@ttibrands.com.au)

Visit: <https://www.vax.com.au/safety-notifications>

Who sold the product: Bunnings, Betta Stores Ltd, Leading Edge Group, Narta Group Members, Vac City, Vacdirect, The Good Guys, Harvey Norman, Joyce Mayne, Vac Shack, About Clean Buying Group, ABCD Clean

Dates available for sale: 1 July 2018 – 18 March 2026

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See [productsafety.gov.au](https://www.productsafety.gov.au) for Australian product recall information