

**THE GRENFELL TOWER INQUIRY**

**WHIRLPOOL CORPORATION  
RESPONSE TO REQUEST FOR DOCUMENTS No.1**

---

**RESPONSE TO INITIAL INFORMATION REQUESTS**

---

**1. Confirmation of information relating to the relevant fridge freezer:**

**1.1 Manufacturer**

Indesit Company Polska Sp.z.o.o

**1.2 Model**

FF175BP

**1.3 Serial number**

See section 4 below

**1.4 Date of manufacture**

October 2008

**1.5 Place of manufacture**

Lodz, Poland

**1.6 Warranty care information related to the fridge/freezer**

Based on the information available, Whirlpool is unable to identify any record of the service history of the fridge/freezer removed from Grenfell Tower.

**1.7 Component part list, manufacture (vendor), part number, including cut sheets(s)**

The relevant component parts list has been disclosed at item [D/18] of the inventory list attached to the statement of Nathan Mouw dated 23 January 2018 (the “**Inventory List**”).

The relevant Bill of Materials has been disclosed at item [D/51] of the Inventory List.

These are the same details that were provided to BEIS as part of their compliance investigation. The provision of all the vendor/manufacture names for all the component parts in an FF175BP fridge/freezer would be a very significant amount of information. At this stage, this has not been provided as it is not thought such a large amount of information would be helpful, the vast majority of which we believe would be irrelevant. If there are any particular components where this information is required, Whirlpool will provide it.

If the Public Inquiry requires any further information in relation to this request, Whirlpool looks forward to providing further assistance.

**1.8 Design drawings and notes**

Design drawings and notes have been disclosed at items [D/45/c-ag] of the Inventory List. These are the same drawings that were sent to BEIS as part of their compliance investigation.

Drawings and technical information have been disclosed that represent the construction of the unit involved in the incident at Grenfell Tower. This collection of information details the components and construction of the electrical and cooling systems and surrounding materials and componentry.

Further technical information and drawings are available and can be provided if necessary.

If the Public Inquiry requires any further information in relation to this request, Whirlpool looks forward to providing further assistance.

**1.9 Component part design drawings and notes (particularly in relation to the compressor)**

Some component part design drawings and notes have been disclosed at item [D/45/c-ag] of the Inventory List. These are the same drawings that were sent to BEIS as part of their compliance investigation.

Drawings and technical information have been disclosed that represent the construction of the unit involved in the incident at Grenfell Tower. This collection of information details the components and construction of the electrical and cooling systems and surrounding materials and componentry. Further technical information and drawings are available and can be provided if necessary.

If the Public Inquiry requires any further information in relation to this request, Whirlpool looks forward to providing further assistance.

**1.10 Any product information published by the manufacturer (including any warnings or product recalls relating to the relevant fridge/freezer model)**

In addition to the documents referenced in sections 1.7 – 1.9 above, Whirlpool also refers to items [D/18] and [D/45/b] in the Inventory List, which lists:

- (a) operating instructions; and
- (b) service manual.

Following the Grenfell Tower incident, consumers who may have owned an FF175BP model were encouraged to contact Whirlpool to register their details.

Save as noted above, Whirlpool can confirm that model FF175BP has never been subject to any warnings or product recalls.

- 2. Details of whether, since the date of manufacture of the relevant fridge/freezer, any test, study or other analysis concerning possible safety or health hazards of the relevant fridge/freezer model (or any substantially similar product) has been conducted (whether on behalf of Whirlpool or otherwise). Include summary of date, nature and results of each test, study of analysis.**

We refer to the compliance investigations undertaken by BEIS, further detail of which is provided in the disclosure statement of Nathan Mouw dated 23 January 2018, at paragraphs 8 and 16 to 21.

In relation to Whirlpool's own compliance testing we refer to the disclosure statement of Nathan Mouw dated 23 January 2018 at paragraph 15.

Whirlpool is aware that some reports were prepared into previous specific incidents, and these are referenced in the correspondence that Whirlpool has recently had with BEIS. This correspondence is disclosed to the Public Inquiry. Whirlpool does not believe the reports are relevant to the issues raised in the Terms of Reference/List of Issues and so these have not been disclosed. A summary of these incidents is disclosed at item [D/59] of the Inventory List.

- 3. Summary of any defects identified in relation to the relevant fridge/freezer model since the model was first placed on the market in the European Union and any remedial actions taken by Whirlpool.**

We do not understand that this request seeks a summary of the content of many thousands of calls received by our customer care line over the years and is instead, directed at defects leading to any remedial action. Whirlpool is not aware of any such defects leading to any remedial action being taken for consumers.

- 4. Explanation of the meaning of each code word, code number, or other symbol appearing on the relevant fridge/freezer, including any that identifies the place of manufacture, the date of manufacture, the lot or batch of which the relevant fridge/freezer was a part, or any test or examination.**

In relation to the model FF175BP, at the time of manufacture two labels were affixed to the fridge/freezer. A side panel unit label was affixed when the unit into which the side panel is incorporated first reaches the production line, and a second label in respect of the whole product is affixed when the fridge/freezer leaves the production line.

A photograph of these labels on the Grenfell Tower fridge/freezer has been disclosed to the Public Inquiry at item [D/51] of the Inventory List. It will be seen that the labels were extremely badly damaged by the fire.

The side panel label remains but much of it is illegible due to the fire damage. The first four digits of the label are legible and read "0810". This confirms that the month and year of production is October 2008.

The whole product label was also severely damaged by the fire so that only minimal information can be extracted from it: the model number "FF175BP" and the compressor model number "EMY 66 CLP".

- 5. Summary of any change (after the date of manufacture) in the design of the relevant fridge/freezer (or any component thereof), including:**
  - 5.1 the nature of the change;**
  - 5.2 the reason for the change; and**
  - 5.3 the date of the change.**

As part of the requests received from BEIS arising during its compliance investigations, Whirlpool produced a spreadsheet, which listed the main design

changes for all model types within the broader product family. An extract, from that spreadsheet is disclosed at item [C/1] of the Inventory List.

This details the main design changes that were made to the FF175BP model during the period of its construction. The reasons for the changes were either cost optimisation or quality improvement.

If the Public Inquiry requires any further information in relation to this request, Whirlpool looks forward to providing further assistance.