

Product Safety Notice – Customer Q&A Toshiba & Walker Televisions

Glen Dimplex Ireland Limited is issuing a Product Safety Notice for specific batches of Toshiba and Walker televisions sold in Ireland between October 2025 and April 2026. The issue relates to the fuse within certain power plugs, which does not meet the required safety standards. This may present a rare potential fire hazard. This notice is precautionary, and no incidents have been reported.

Model	Batch Number	Sales Date Range
WP4K43241BRD	29324549	01/01/25 - 31/12/25
WP4K50241BRD	29333803	01/01/25 - 31/12/25
WP4K43251BRD	29429831	01/09/25 - 31/12/25
65UV1563DB	29456509 - 10 -11	01/11/25 - 30/04/26
WPS32241HDBK	29448017	01/11/26 - 30/04/26
WPS2K32241BK	29449439	01/11/26 - 30/04/26
WP4K50251BRD	29458820	01/12/26 - 30/04/26

Customer Action

Customers should contact Glen Dimplex to obtain a free replacement fuse or power cable:

Phone: +353 1 842 8222

Email: serviceireland@glendimplex.com

Web: www.glendimplexireland.com

Key Points

- TVs are safe to use
- No incidents reported
- Only fuse/plug affected
- Replacement is free of charge
- No return or repair visit required

Customer Q&A Summary

Q: What products are affected ?

A: Specific Toshiba and Walker models and batches sold between Oct 2025 and Apr 2026.
Batch number is on the back of the TV.

How to confirm your tv is affected?

Please see below image and batch number location



Q: Is the TV safe to use?

A: Yes, the TV is safe. This is a precautionary action. The TV itself has multiple built-in safety features designed to protect against electrical faults. The issue we're addressing is only the plug fuse, which is an additional layer of protection

Q: What needs replacing?

A: Only the 5-amp fuse inside the plug or detachable power cable.

Q: Is there a cost?

A: No, replacement is completely free and covered under warranty.

Q: Do customers need to return the TV?

A: No, only the fuse or cable needs replacement.

Q: Refund requests?

A: Refunds are not available as the issue relates to an accessory only.

Glen Dimplex Ireland Limited processes personal data provided in relation to this safety notice in accordance with GDPR. Data is used solely to manage the replacement process, kept secure, and only shared where necessary to fulfil this service. Full details are available in our Privacy Policy.