



Product safety recall

Taps for Zip ChillTap Extra

Zip Heaters (Aust) Pty Ltd trading as Zip Water

Tap supplied with the Zip ChillTap Extra filtered water appliance.

Affected products:

- Residential Zip ChillTap Extra tap (CT12XCER2AU)
- Commercial Zip ChillTap Extra tap (CT39XCEC2AU)
- ChillTap Extra Spare Part Kit (99445)



Reason the product is recalled

Water drawn through the tap may contain higher levels of cadmium than the levels set out in the Australian Drinking Water Guidelines (0.002mg/L).

The hazards to consumers

Prolonged exposure to high levels of cadmium is linked to serious adverse health effects.

What consumers should do

1. Stop using the product immediately.
2. Contact Zip Water who will arrange for a free replacement to be installed by a Zip technician.

Contact

Zip Heaters (Aust) Pty Ltd trading as Zip Water

Call: 1800 947 827 8:00am – 6:00pm AEST, Monday to Friday

Email: ChilltapExtra@zipwater.com

Visit: www.zipwater.com/product-recall

Who sold the product: Please see list of traders on the [ACCC Product Safety website](https://www.productsafety.gov.au).

Dates available for sale: 12 April 2023 – 1 April 2025

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