



Office for Product
Safety & Standards

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7 October 2026

RESPONSE TO A REPORT TO PREVENT FUTURE DEATHS

REGULATION 29 OF THE CORONERS (INVESTIGATIONS) REGULATIONS 2013

This response is being sent to:

The Senior Coroner, M D Fleming, for the Coroner Area of West Yorkshire in response to a '**REPORT TO PREVENT FUTURE DEATH REGULATION 28**' following an inquest into the deaths of **Sohaib Ahmed** and **Manahal Nazir Ahmed** that concluded on **24 July 2026**.

In line with our duty under Regulation 29 of the Coroners (Investigations) Regulations 2013, **the Office for Product Safety and Standards (OPSS)** provides this response within 56 days of the date of the Report to Prevent Future Deaths, dated 11 August 2026, which was extended by HM Senior Coroner to 12:00 7 October 2026.

Dear Mr Fleming,

Thank you for sharing your Regulation 28 Report to Prevent Future Deaths, dated 11 August 2026, following the conclusion of your Inquest into the sad deaths of Sohaib Ahmed and Manahal Nazir Ahmed on 8 June 2025. You concluded it was more likely than not that the source of the fire was the family's Hoover-branded condenser tumble dryer.

I am responding in my role as Deputy Chief Executive at OPSS, which is part of the Department for Business, Science, Innovation and Trade. On behalf of everyone at OPSS, I would like to again extend my sincere condolences to the Ahmed family, their relatives and friends.

As I outlined in my witness statement and my oral evidence, OPSS is the UK's national regulator for most consumer products, except for vehicles, medical products and food. OPSS' primary purpose is to protect people and places from product-related harm, enabling trade and growth by ensuring consumers and businesses can buy and sell products with confidence. OPSS is a risk-based regulator, and where we identify that

The Office for Product Safety and Standards (OPSS) delivers consumer protection and supports business confidence, productivity and growth. It is part of the Department for Business, Innovation, Science and Trade.

a consumer product poses a risk to people, we have access to a range of powers to tackle non-compliant or unsafe products.

The UK's product safety framework requires that all consumer products placed on the UK market must be safe in their normal applications and foreseeable conditions. Under the framework, importers, such as Haier Smart Home UK & I Limited (Haier UK), are legally responsible for ensuring that products they have placed on the market are safe, and monitoring for any risks that emerge. Where a risk or safety concern is identified with a product they have placed on the market, they must take appropriate action to address or mitigate the risk. Action can range from making consumers aware, deploying modifications to products, or recalling items. The responsibilities in this framework apply to all domestic appliances, including tumble dryers, and the businesses that place them on the UK market.

CONFIRMATION OF CORONER'S MATTERS OF CONCERN

OPSS' response to your matters of concern is set out below.

- 1. To consider the appropriateness of a root cause analysis being undertaken into this model (DX C10DCER-80 Hoover branded condenser tumble dryer) and examining similar incidents involving this model of dryer with a view to identifying any recurrent failure modes, alteration to the design, issue of technical service bulletins or a recall or safety campaign.**

OPSS shares your conclusion that a root cause analysis (RCA) into the model of condenser tumble dryer present at the Ahmed family home is an important matter of concern. Conducting an RCA is not a specific legal requirement in product safety regulations covering tumble dryers. However, the regulations are clear on the legal obligation that importers have for monitoring products placed on the market for safety concerns, and investigating complaints about non-conformity of products. In this case, Haier UK, as the importer of the product, hold the statutory obligation for the appliance's safety once it is supplied to consumers, for investigating complaints about non-conformity of products they have made available in the UK, and for identifying and taking the appropriate corrective action where safety issues or risks arise.

Reflecting the seriousness of the failure in this case, leading to a fatal fire, OPSS wrote to the business in December 2025 to set an expectation that Haier UK would determine the root causes of tumble dryers linked to two fatal fires, including this one. Our expectation is that Haier UK would have begun an RCA immediately upon being notified of this fatality, to assure themselves that the products they have made available to consumers are safe. OPSS has not seen any root cause information produced by the business in relation to the model present at this specific fire, and our position is that it is vital they do so in responding positively to address your matters of concern, as there will be many of these appliances in people's homes. There are multiple approaches to conducting an RCA as a problem-solving method, but the objective is to gather information and evidence to identify the fundamental cause, or causes, of a problem or issue, so that it can be resolved at the source. OPSS believes Haier UK's position in the supply chain, as an importer for the product, means it will hold, or should

hold, the information which would enable an RCA to be undertaken themselves, or by a suitably qualified professional on their behalf.

While undertaking an RCA is not itself a statutory requirement, in OPSS' view it is likely to form a necessary step in fulfilling a business's statutory responsibilities for monitoring and mitigating safety risks in products they have made available on the UK market, particularly where such a product has been the cause of a fire or fires. OPSS has made clear, in writing and in dialogue with senior leaders, the importance of Haier UK being assured that the factors that led to the fire in the Ahmed family's tumble dryer are fully understood and can be prevented from happening again. This would additionally help us understand whether any action is required to protect people from potential failures in the future.

As the national regulator, OPSS' role is to hold businesses accountable for the legal obligations they have within product safety law. As an enforcement authority for the relevant regulations, OPSS has powers to require a business to take "all appropriate corrective actions" to bring a product into conformity with the regulations. OPSS' use of powers must be proportionate, transparent and led by evidence. Any root cause analyses produced, or lack thereof, could form part of the evidence OPSS is gathering into the safety of this and other tumble dryer models, and will inform any future action taken by OPSS.

OPSS also has a responsibility to take action to protect people from harm where a tumble dryer is not in conformity with the regulations, and if the responsible business has not taken appropriate corrective action to address non-conformity within a prescribed period of time. Actions available to OPSS include prohibiting or restricting supply, requiring a product be withdrawn from the market, or requiring a product recall.

2. To consider the appropriateness of a similar root cause analysis being undertaken in similar branded condenser or vented tumble dryers which may share this model's characteristics in order to determine whether such products present a risk which requires corrective actions.

OPSS again shares your view that this is an important matter of concern, and our own investigations extend beyond the individual Hoover-branded appliance involved in this fatal incident. As I set out above, an RCA is not a statutory obligation for an importer, but OPSS may form the view that an RCA will be necessary for an importer to give assurance that a product they have placed on the market is in conformity with the regulations i.e. that it is safe and will function safely in normal uses. I echo the above in that where the evidence of a safety issue shows a product failure may lead to a potentially fatal fire, including if the issue could be present in other similar models or products, then an RCA is likely to be appropriate in assuring that the issues can be identified and effectively mitigated.

In our communications with Haier UK, OPSS has requested that the business provides incident and failure information relating to condenser and vented tumble dryers across their brand families that share design and manufacturing characteristics with the model present at the Ahmed family home, as well as products linked to other fire incidents the business is aware of. This is to establish that the monitoring arrangements Haier

UK has in place are adequate to identify risks and if necessary, implement effective corrective actions across their tumble dryer product ranges. Included in the information OPSS requested are risk assessments for the model present at the Ahmed family home, and for similar models. OPSS received these risk assessments in July 2026.

We are in communication with the business about the degree of confidence in product safety that the risk assessments are able to provide. OPSS shares the Coroner's concern that an RCA for condenser and vented tumbled dryer models sharing the same characteristics as the appliance owned by the Ahmed family should be considered by Haier UK, as part of its statutory responsibilities for monitoring and if appropriate taking effective corrective action, and, in our view, is necessary to assure other models are in conformity with the relevant regulations.

3. To consider whether it is appropriate that the sales of the model are halted pending the root cause analysis and any approval or assessment by the Office for Product Safety and Standards (OPSS) and any further necessary review of the root cause analysis and any remedial action

In the case of the specific model owned by the Ahmed family, OPSS will continue to review all available evidence as a matter of priority and will take action necessary to protect consumers. While we understand the model of appliance is no longer available to buy in the UK, units will be in people's homes. We will assess carefully whether product recall, withdrawal, suspension of sales or other actions for this and any other tumble dryer models is appropriate as our activity progresses and further evidence becomes available.

Earlier this year OPSS commenced a regulatory investigation into Haier UK's compliance with its obligations under the product safety regulations. As part of that investigation, OPSS is examining information relating to reported fire incidents over recent years, the appliance manufacturer's monitoring and analysis of failures, and evidence concerning recurring failure modes, where specific models have been linked to fires in people's homes.

We are also actively engaged in other inquests involving Haier tumble dryers, including one heard by HM Coroner Ian Wade at the East London Coroner's Court, which concluded on 25 September, and an inquest opened by the Coroner in Manchester. While we have been investigating potential evidence of offences, it has also been important that we consider and account for the conclusions from these inquests.

As noted above, OPSS has been in regulatory dialogue with Haier UK at the most senior levels since the start of the year. We have been clear about the scope of our investigation for potential regulatory breaches, and areas where, in the regulator's view, their business may not be effectively undertaking its responsibilities. Since your Inquest in July, I have arranged further direct conversations with the recently appointed managing director for Haier UK. The Minister for the Future of Work at the Department for Business, Innovation, Science and Trade, Kate Dearden MP, who is responsible for product safety and OPSS, has now arranged a meeting with the managing director of Haier UK to reinforce the Government's and regulator's expectations for product

safety. I have set out above the powers that OPSS has available to us where evidence demonstrates non-conformity with product safety regulations.

OTHER PRIORITY ACTIVITY FOR OPSS

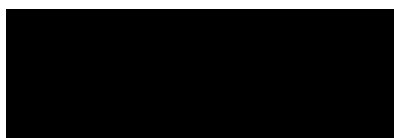
Our analysis of reported UK fire incidents linked to tumble dryers (manufactured or imported by any brand) has led to OPSS developing a broader tumble dryer product study to consider the state of the market in terms of product design, safety performance and fire risks across the sector, including consideration of fire containment. The focus will include appliance types including traditional condenser and vented, and heat pump tumble dryers. This work will be supported by engagement with manufacturers, industry bodies and other regulators, as well as product testing, to strengthen the evidence base and inform any future action.

One of the outcomes from this wider work is to develop a technical framework of common tumble dryer technologies on the UK market, and identify safety critical design features, construction characteristics and fire containment factors that may influence ignition and fire spread. The study will be manufacturer agnostic and will include a range of appliances that cover price points, technology type (heat pump, and traditional condenser and vented), and manufacturers/brands. This will assist regulators in prioritising activities, identifying information gaps, and continuing to hold businesses in this sector's supply chain to account. OPSS is in dialogue with the Association of Manufacturers of Domestic Appliances (AMDEA) about our concerns and the scope of our regulatory work regarding tumble dryer technologies.

OPSS will also discuss the product standards landscape with AMDEA and other stakeholders. There is a designated standard for tumble dryers, which helps businesses manufacture and supply products to comply with product safety regulations. A designated standard is a product standard which has been designated by the Secretary of State and provides businesses that meet the requirements in the standard with a presumption of conformity with the law. However, it does not absolve them of compliance with the full requirements in product safety, or other, law. OPSS will be seeking to understand whether the standard is assisting businesses to manufacture and supply safe products, or whether its status as a designated standard or the content within the standard requires a review.

OPSS remains fully committed to establishing the full extent of any risks associated with condenser and vented tumble dryers, ensuring that businesses meet their legal obligations, and taking whatever regulatory action is necessary to protect consumers and prevent future harm.

Yours sincerely,



Deputy Chief Executive

Office for Product Safety and Standards