

Safety Alert 004

Developed with Rinnai UK Limited



Title: Safety Concern - Rinnai gas air warmers - (556 Range only)

Date issued: 27 October 2009

This Safety Alert provides guidance to Gas Safe registered businesses/engineers about a product safety concern relating to Rinnai Energysaver Models RHFE-556T and RHFE-556FTRG Gas Air Warmers

Introduction

This Safety Alert has been published to highlight a safety concern with some Rinnai Energysaver Models RHFE-556T and RHFE-556FTRG Gas Air Warmers which contain gaskets that may fail under some operating conditions.

There is a small risk that if a gasket loses its sealing characteristics, carbon monoxide may leak into the premises where the Air Warmer is located.

No other Rinnai Air Warmers or other products are affected.

Background

Gas Safe Register has been advised that as a precautionary measure Rinnai UK Ltd is undertaking a programme to replace the gaskets in all Rinnai Models RHFE 556T and RHFE 556FTRG Gas Air Warmers sold by them from 2003 onwards, free-of-charge using Gas Safe registered engineers.

Furthermore, Rinnai UK Ltd also wants to trace the Model RHFE-556T or RHFE-556FTRG Gas Air Warmer previously supplied by Drugasar Ltd between 2000 and 2003.

Actions to take

If a Gas Safe registered engineer encounters any of the affected models, it is essential the appliance(s) is checked to ensure that it is operating safely.

In the event that the appliance is found **not** to be operating safely, then the installation should be classified appropriately in accordance with the procedure detailed in the current Gas Industry Unsafe Situations Procedure (GIUSP) and contact made with Rinnai UK Ltd for further advice.

Note 1: The GIUSP ([Technical Bulletin 001](#)) can be viewed at:

<https://www.gassaferegister.co.uk/sign-in/> - login and visit the Technical Information area.

If the serial number shown on the appliance data plate starts between 00.**-***** and 07.**-*****, whether or not the heater is operating safely, please contact Rinnai UK Ltd immediately to alert them to the location of the appliance and for further advice.

For further information, a copy of the Rinnai UK Ltd 'Important Safety Notice' is reproduced overleaf.

Rinnai UK Ltd has provided the following contact details:

- Rinnai helpline: 0800 0304 556
- Website: www.rinnaiuk.com