

Safety Alert 007

Developed in association with Unipart and Calor Gas Limited



Title: Important Product Recall, concerning 'Calor Classic', 'Calor Compact' and 'Royal Classic' portable gas heaters

Date issued: 2 December 2010

This Safety Alert has been published to highlight a possible gas safety issue concerning the 'Calor Classic', 'Calor Compact' and 'Royal Classic' portable gas heaters which has resulted in a Product Recall of affected appliances

Introduction

An important product recall has been issued on some portable gas heaters **purchased since the 1 August 2010**, due to reports that a small number of these products have been malfunctioning. Registered engineers that encounter these portable gas heaters should advise their customers to stop using the heater and to immediately contact Calor on **0800 181 4522** (Great Britain) and **028 9045 5588** (Northern Ireland).

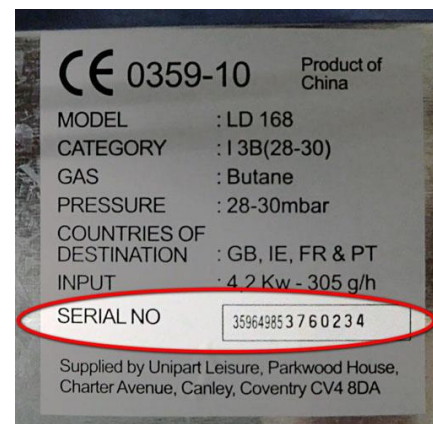
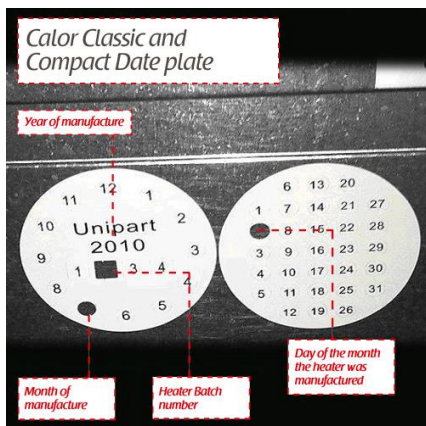
'Calor Classic', 'Calor Compact' and 'Royal Classic' (see [Note 1](#)) portable gas heaters purchased **after 1 August 2010** should be immediately turned off and returned to the point of purchase.

Note 1: The 'Royal Classic' portable gas heater is sold by Unipart to independent retailers.

The affected gas heaters were originally sold through Calor Centres and other independent retailers. Any affected customers will be offered a replacement product where stocks allow, or a full refund.

Whilst the risk is perceived to be minimal, consumer safety is paramount; therefore, a product recall has been issued. The malfunction in 'Calor Classic', 'Calor Compact' and 'Royal Classic' portable gas heaters **purchased after the 1 August 2010** could lead to the heaters emitting carbon monoxide marginally above the allowed levels. No other products are affected.

To check when the heater was manufactured it will be necessary to locate the date plate which can be found on the back wall of the heater. Example images showing where this information can be found are shown below.



A list of serial numbers is reproduced in overleaf. Please look at the serial numbers indicated to see if the heater in question is at risk.

Unipart (the importer of the appliances) advises that if the heater is one of those listed and was **purchased on or after 1 August 2010**, the consumer should be advised to turn the heater off immediately and return it to wherever it was purchased from.

For further information, go to: <http://www.calor.co.uk/about-calor/press-centre/recall/>

Images showing the appliances in question are reproduced below.



'Calor Classic'



'Royal Classic'



'Calor Compact'

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