

Title: Clesse Compact 800 Automatic Changeover Regulator - Recall

Date issued: 28 April 2014

This Safety Alert provides guidance to Gas Safe registered businesses/engineers about a product recall notice issued by Clesse (UK) Ltd, for their Compact 800 Changeover Regulator Valves manufactured during 2013, because of some uncertainty over long term product stability and reliability, which in very remote cases can affect the safety system.

Introduction

From feedback received from distributing partners and gas installers since the introduction of the Compact 800 model of automatic changeover regulators, Clesse (UK) Ltd., have made improvements in design on the 2014 production of this model of regulator released from April this year. These improvements highlighted some uncertainty over long term product stability and reliability of the 2013 production of regulators, which in very remote cases can affect the safety system.

This notice only relates to Clesse Compact 800 Automatic Changeover Regulators manufactured during 2013. No other models of regulator or years of manufacture are affected.

Background

Although the 800 model introduced in 2013 integrates the latest advances in design and safety systems to ensure LPG consumers have the most reliable product, together with ensuring the highest level of safety, having identified some uncertainties over long term stability and reliability, Clesse (UK) recognises its responsibility to ensure that the existing models produced in 2013 meet the same high standards expected. Following advice of their technical team, they have decided that the 2013 production shall be subject to a full recall and exchange, replacing affected regulators with the new 2014 model. In doing so existing customers can be reassured that they have the highest level of standards in safety and reliability with these LPG regulators.

Action Required

If you have purchased, installed, or identify a customer who currently owns a Compact 800 regulator dated 2013 and has not been contacted already, please take the following action using the information below to identify the model and, if necessary, call Clesse (UK) Ltd for further assistance.

What to do next

Identify the model using the details following these Instructions, and if the product is a Compact 800 and manufactured within 2013 immediately call Clesse (UK) Ltd., using the Return Registration Hotline, or by email, with your contact details to register the product for a free exchange.

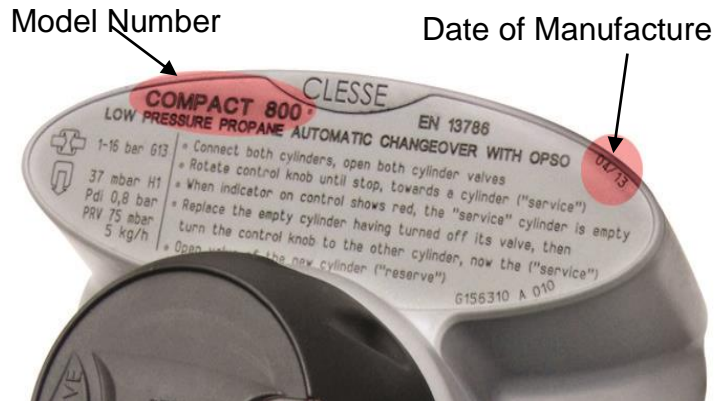
Model Numbers and Descriptions

Compact 800 Low Pressure Propane Automatic Changeover with OPSO produced in 2013 and includes production months 04/13, 05/13, 06/13, 07/13, 08/13, 09/13, 10/13. Any part number or description with text “C800” as identified in Figures 1 & 2 below.

Figure 1. Compact 800 Valve assembly



Figure 2. Close up showing position of model number and date of manufacture



Clesse (UK) will provide a replacement regulator to the engineer identifying the current regulator having been manufactured during 2013, or alternatively if required arrange for a registered gas engineer to replace the item as soon as possible.

Return Registration Hotline: 01905 842026 or email: prn@clesse.co.uk

For further information contact Clesse (UK) using the following contact details:

Tel: 0044 (0) 1905 842020 **Fax:** 0044 (0) 1905 842021 **Email:** sales@clesse.co.uk
www.clesse.co.uk

CLESSE (UK) LTD Drakes Broughton Business Park, Worcester Road, Drakes Broughton, Pershore, Worcestershire, WR10 2AG

Note: Remember the recall notice applies only to Compact 800 Automatic Changeover Regulators manufactured during 2013. No other models of regulator or years of manufacture are affected.

The Clesse teams in France and UK thank you for your support in this matter.

Note: Gas Safe Register Technical Bulletins and the Legislative, Normative & Informative Document List can be viewed at: <https://www.gassaferegister.co.uk/sign-in/> - login and visit the Technical Information area

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