

Safety Alert – Consumers

Energy Safe Victoria has raised Safety Alerts for a number of open flued gas space heaters. The Safety Alerts include the following appliances:

Vulcan and Pyrox Heritage supplied by Climate Technologies Pty Ltd



Real Flame Pyrotech (manufactured from 2012) supplied by Glen Dimplex Australia Pty Ltd



Regency i31 (manufactured from 2010) supplied by Fireplace Products Australia Pty Ltd



Regency F38 and FG38 supplied by Fireplace Products Australia Pty Ltd – branded and supplied by Masport prior to 2006 (excludes LP model)



Nectre 2000 (manufactured from 2007) supplied by Glen Dimplex Australia Pty Ltd



Cannon Fitzroy and Canterbury heaters (manufactured 2001 – 2009) supplied by Sampford IXL Pty Ltd and Sampford & Staff Pty Ltd



What you need to do

If you have one of these gas space heaters in your home, contact the supplier to have it checked immediately. Laboratory tests show that under certain circumstances these heaters can produce high levels of carbon monoxide. The heater and its installation will need to be checked and rectified to prevent the possibility of carbon monoxide poisoning.

If your heater has been checked by the supplier as a result of a previous Safety Alert, you may disregard this Alert.

Do not use your heater until it has been checked by the supplier. If heating is required, please use other sources. Do NOT bring outdoor gas appliances indoors.

Who to contact

For **Vulcan and Pyrox Heritage**, consider your residential status:

- Department of Health and Human Services (DHHS) — 1800 148 426
- Private homes — contact **Climate Technologies** on (03) 8795 2462.

For **Cannon Fitzroy** or **Canterbury** heaters, contact **Cannon** on:

- 1800 035 410.

For **Regency i31** or **F38/FG38** models, contact **Fireplace Products Australia (FPA)** at:

- safety@regency-fire.com.au
- 1800 860 660.

For **Real Flame Pyrotech** or **Nectre 2000** models, contact **Glen Dimplex Australia** at:

- productservice@realflame.com.au
- 1300 014 389.

For more information visit www.esv.vic.gov.au