

## Safety Alert — Gasfitters

Energy Safe Victoria has raised Safety Alerts on the following open flued gas space heaters. These need to be checked for compliance or modified to ensure they operate safely.

**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

Check the appliance data plate to identify if your customer's heater is one of the appliances listed above. If it is, check it has not already been tested by the manufacturer, which can be identified by a sticker on the appliance.

If it has not been checked by the manufacturer, advise your customer:

- their heater is subject to the ESV Safety Alert, and
- to contact the relevant phone number or email address listed below.

With the exception of the Heritage heaters, service the heater as normal and include a check for negative pressure and carbon monoxide spillage. If there is carbon monoxide spillage, the appliance must be isolated. In the case of the Heritage heaters, isolate the appliance and advise the customer to contact Climate Technologies or DHHS, as appropriate.

It is vital that you inform your customers that under certain conditions their heater has the potential to produce high levels of carbon monoxide that may enter their living space.

**Advise your customer NOT to bring outdoor gas appliances indoors as an alternative heat source.**

### What to advise customers

For **Vulcan** and **Pyrox Heritage**, consider the occupants' 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](mailto: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](mailto:productservice@realflame.com.au)
- 1300 014 389.