

Safety Alert: Fireplace Products Australia and Glen Dimplex Australia

FAQs

Safety Alert on open flued gas space heaters

ESV has placed a Safety Alert on four open-flued gas space heaters:

- **Regency i31** (manufactured from 2010) supplied by Fireplace Products Australia Pty. Ltd
- **Regency F38** and **FG38** supplied by Fireplace Products Australia Pty Ltd. The **F38/FG38** was also branded and supplied by **Masport** prior to 2006 (excludes LP units)
- **Nectre 2000** (manufactured from 2007) supplied by Glen Dimplex Australia Pty. Ltd
- **Real Flame Pyrotech** (manufactured from 2012) also supplied by Glen Dimplex Australia Pty. Ltd.

What do I need to do?

If you have one of these open flued gas space heaters, do not use it until after you have contacted the relevant supplier and had it inspected. The two suppliers are:

- Fireplace Products Australia: email safety@regency-fire.com.au or phone **1800 860 660**
- Glen Dimplex Australia: email productservice@realflame.com.au or phone **1300 014 389**

Not all of these model heaters are a safety concern. It depends on the date they were made or supplied. Fireplace Products Australia or Glen Dimplex Australia will tell you if your heater needs to be checked.

What can I expect from the supplier?

After registering your details with the relevant supplier, they will send out a qualified gasfitter to inspect your heater.

There is a technical fix available that will be carried out at the supplier's expense.

However, if other faults are detected (e.g. installation faults), you (or the person who is the property owner) may be responsible for the cost of these repairs. The gasfitter will discuss options with you.

Am I in danger?

The circumstances that can lead to carbon monoxide entering a building are complex. Among the contributing factors are well-sealed energy efficient houses and the operation of exhaust fans and kitchen rangehoods.

At a basic level, if the house is well sealed (with little ventilation) and the heater is running at the same time as an exhaust fan (a kitchen range hood or a bathroom fan), carbon monoxide can be drawn into living areas.

If you have one of these heaters, **do not use it** until it can be tested by a qualified gasfitter.

Why has it taken so long to identify these faults?

As a result of a fatality from carbon monoxide poisoning connected to a Vulcan Heritage open flued gas space heater, and a subsequent Coronial Inquest, ESV required certification bodies to test all open flued gas space heaters that were certified for sale at the time. This testing revealed a range of non-compliances with seven models of open flued heater, but only four of those presented safety concerns and are now subject to a Safety Alert.