

Safety Alert 036

Developed with Morco Products Ltd

Title: Morco open flued water heaters

Date issued: 8th January 2025

Note: This Safety Alert replaces Safety Alert 033 originally published 22nd April 2024 which is now withdrawn.

This Safety Alert provides guidance to Gas Safe Registered businesses/engineers about a product safety concern related to some Morco open flued water heaters

Introduction

Gas Safe Register has been made aware of a safety concern regarding some Morco water heaters. This could result in the unintentional release of unburnt gas causing fires, and potential injuries.

Hazard

Morco are aware of a potential fire risk on their Primo 6 (MP6), Primo 11 (MP11), EUP6 and EUP11 open flued water heaters, due to gas leaks igniting and causing the plastic bezel and control knobs to melt and catch fire.

These products were sold into the market between 2018 and 2023 and all serial numbers sold between these dates are included in this safety Alert. These appliances are typically installed in static/caravan holiday homes, boats and mobile catering vehicles.

No other Morco appliance are affected by this issue.

AFFECTED APPLIANCES



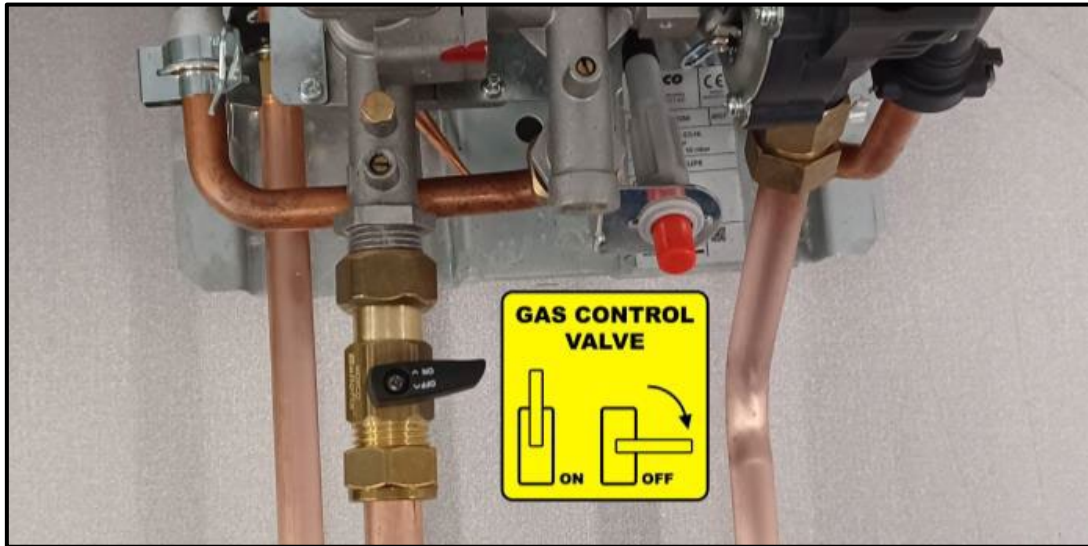
EUP 6 & EUP11



Primo 6 (MP6) & Primo 11 (MP11)

Corrective actions

If you encounter one of these appliances installed (including those that have had the previous safety upgrade), the appliance should be deemed 'At Risk' and isolated from the gas supply in accordance with IGEM/G/11 Gas industry unsafe situations procedure (GIUSP)⁽¹⁾. If you are made aware of a potential appliance being installed and you are not on site, the customer should be advised to stop using the appliance immediately and to isolate the gas supply to the appliance using the isolation valve located under the appliance as per the picture below. You do not need to be Gas Safe registered to isolate the appliance in this way. Please ensure you advise the customer not to attempt to check or test the appliance themselves.



The customer should be advised to contact Morco Products Ltd on telephone number 01482 386586 or via email at gaswaterheaters@morcoproducts.co.uk so that they can discuss the next steps.

In addition, if you know the whereabouts of any affected appliances, please call Morco using the above contact details ASAP to inform them of the location and any contact details so an issue of 'Notice Not To Use' can be communicated to the customer if not already done so.

Bibliograph

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

(1) IGEM/G/11 Edition 2 with amendments July 2022 and June 2024 Gas industry unsafe situation procedure

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