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LEISURE

CALOR

Important Product Recall: UniPart and Calor recall portable gas heaters sold after the 1st August 2010

November 18th, 2010

UniPart (UK) and Calor are issuing a product recall on a number of portable gas heaters purchased since the 1st August 2010, as a small number of Royal Classic, Calor Classic or Calor Compact products have been malfunctioning.

UniPart and Calor advise that any Royal Classic, Calor Classic or Calor Compact portable heater bought after this date should be immediately switched off and returned to the point of purchase. The affected heaters were sold through independent retailers both in the UK and in Ireland.

Calor believes the number of products affected and sold to date to be approximately 800 across the entire island of Ireland. Any affected customers will be offered a replacement product where stocks allow or a full refund.

Calor have set up a hotline for any customers who are worried about their heaters. The number to call is 1850 812 470.

A spokesperson from UniPart comments: "Whilst there is perceived to be minimal risk, our customers' safety is paramount, so we have decided to carry out a product recall. The malfunction could lead to the heaters emitting carbon monoxide marginally above the allowed levels. Royal Classic, Calor Classic and Calor Compact portable heaters which have been purchased after the 1st August 2010 must be switched off immediately, and returned to the point of sale. We wish to thank our customers for their co-operation and apologise for any inconvenience caused."

The heaters have been imported from UniPart in the UK by a number of Irish based distributors. Irish retailers of these products have been notified of the fault, and sales have been suspended. The Royal Classic, Calor Classic and Calor Compact products are the only products at risk of this malfunction. No other products are affected.

More information and a list of serial numbers of the portable heaters confirmed as requiring recall is available at www.calorgas.ie

Ends-

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Calor Classic and Compact Portable Gas Heater Product Recall Q&A – CONSUMER FACING

1. What has happened

Unipart (UK) and Calor are issuing a product recall on a number of portable gas heaters purchased since 1 August 2010, due to reports that a small number of products have been malfunctioning.

2. How many portable heaters are affected?

The products affected are the Calor Classic, Calor Classic Compact and Classic Royal, purchased since 1 August 2010. Unipart and Calor believe that the number of products affected and sold to date to be approximately 800 on the island of Ireland. A list of serial numbers of the portable heaters confirmed as requiring recall is available at www.calorgas.ie/product-recall

3. What are the implications of this fault?

The number of products in circulation is small, but of those which are affected, the main implication is that the heaters are emitting carbon monoxide marginally above allowable levels.

4. Should consumers be concerned about their portable heaters?

Only Royal Classic, Calor Classic and Calor Compact portable heaters which have been purchased after 1 August of this year are affected.

5. What are the signs for people to look out for?

There may not be any visible signs of the product malfunctioning, therefore all affected consumers should switch off their portable heaters immediately and return them to the point of purchase. Any affected customers will be offered a replacement product where stocks allow or a full refund.

6. What should people do if they are concerned?

A hotline has been set up for any concerned consumer on 1850 812 470 (ROI) or 028 9045 5588 (NI).

7. What is Calor doing to rectify the situation?

All sales of affected heaters have been suspended, and a product recall is in effect across national and regional media. Calor is also offering consumers a replacement product where stocks allow, or a full refund.