

Safety Alert 019

Title: Hamworthy Heating Ltd, Milborne room sealed wall hung boilers

Date issued: 25 January 2016

This Safety Alert provides guidance to Gas Safe Registered businesses/engineers about a product safety concern relating to Hamworthy Heating Ltd, Milborne room sealed, wall hung range of boilers.

Introduction

Gas Safe Register has been advised by the manufacturers of potential risks of products of combustion leaking from the appliance under fault conditions.

Affected Models

The following wall hung boiler models are affected:

- Hamworthy Milborne 381 (room sealed only)
- Hamworthy Milborne 382 (room sealed only)
- Hamworthy Milborne 501 (room sealed only)
- Hamworthy Milborne 502 (room sealed only)

All these models are Wall Hung, Pre Mix, Condensing, Modular Boilers

Period of Installations 2005-2013

(RS) ROOM SEALED Type C63 - Flue applications only
(Combustion air taken from outside the plant room)



Hamworthy Heating have assessed this fault condition and carried out a detailed Risk Assessment. The fault is with the internal flue component between the sump and the connection with the internal flue/chimney. In certain circumstances this flue/chimney can develop a crack.

As a result Hamworthy Heating Ltd consider the matter requires a visit from their service department to carry out preventative action to ensure ongoing safe operation of the appliance. Hamworthy Heating are issuing a formal Safety Advice Notice to all installation contractors and end users, where the boilers are installed. Hamworthy Heating have also approached Trading Standards and the Health and Safety Executive for their assistance in co-ordination.

What do I need to do if I own, use or service one of these boilers?

1. The boiler can continue in operation. However, Hamworthy Heating are requesting that their formal Safety Advice Notice information request which is being posted to all installation contractors and end users, is completed and returned to their offices, using the pre-paid envelope at the earliest opportunity.
2. If in any doubt as to whether the boiler is “room sealed” please contact Hamworthy Heating offices on the number below.
3. Hamworthy Heating will arrange a convenient time for a service visit to carry out the remedial works on the boiler(s). This is free of charge.
4. If you know that you have one of the affected boilers, or maintain one, you can contact Hamworthy Heating offices and they can log the data for you and arrange the free service visit.
5. Please be advised that action is not required for (CF) Conventionally flued appliances.

Any customers/gas users who have concerns with regards to their Milborne room sealed wall hung boiler can contact Hamworthy Heating Ltd using the methods detailed below.

Should you require any information you can either:

- email directly to milborne@hamworthy-heating.com
- Fax: 01202 662522
- Phone: 01202 662535

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