

Critical Safety Upgrade Alert

Developed with Morco Products Ltd

Title: Morco open flued water heaters

Date issued: 19th August 2024

This Critical Safety Upgrade Alert provides guidance to Registered Gas Installers (RGI) about a product safety concern related to some Morco open flued water heaters

Introduction

Safe Energy Ireland has been made aware of a concern regarding the test nipple screws on Morco water heaters that may not have been correctly operated. This could result in the unintentional release of unburnt gas causing fires, and potential injuries.

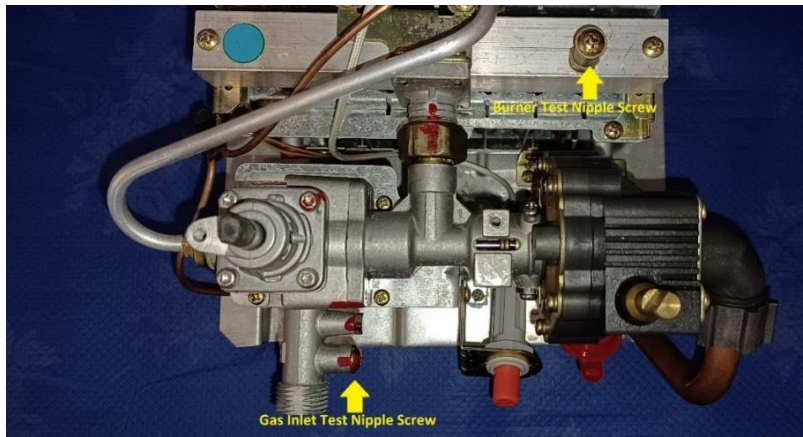
Hazard

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

The early indications point to the test nipple screws (gas inlet and burner pressure) not being tightened and checked correctly for any gas leak as per the installation manuals after the appliances have been commissioned, serviced or maintained. The below pictures show the exact location of the test points on each of the affected appliances.



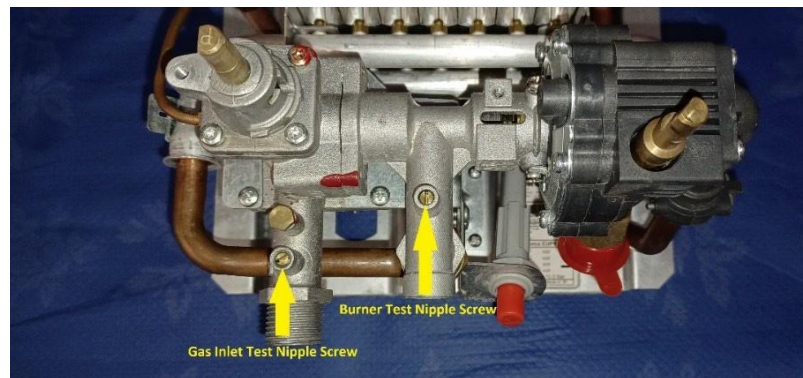
Primo 11 (MP11)



Primo 6 (MP6)



Primo 6 (MP6)



EUP6 / EUP11

Corrective actions

Leak detection fluid (LDF) should be used after every time the test points are loosened to ensure a guaranteed seal after screwing tight each type of pressure test nipple screw, ensure that all seals are present for the Primo models. When you are checking the burner pressure test nipple screws for all models, the water heater **must be in demand**. To complete these checks either a 4mm slotted screwdriver or a Phillips No2 screwdriver will be required.

Rectification programme

It has been identified the need to replace the plastic control knobs and front bezel using a safety upgrade service pack. The safety upgrade service pack will contain replacement control knobs and a bezel, which will need to be installed as a replacement alongside carrying out a complete safety check on the appliance to ensure full safety.

Morco are offering opportunities for suitably qualified Registered Gas Installers (RGI's) to carry out this rectification work. For further information regarding this opportunity, email gaswaterheaters@morcoproducts.co.uk.

Please note that on completion of the safety upgrade a Certificate of Conformance shall be issued by the Registered Gas Installer in accordance with the Irish Standard IS 813.

If you have any questions or safety concerns, please contact Morco Products Ltd on telephone number 01482 386586 or via email at sales@morcoproducts.co.uk.