

Safety Alert 021

Title: Gazco Conventional Chimney/Flue Logic HE, E-Box and E-Studio gas fires

Date issued: 3 January 2017

This Safety Alert provides guidance to Gas Safe Registered businesses/engineers about a product safety concern relating to Gazco Conventional Chimney/Flue Logic HE, E-Box and E-Studio gas fires.

Gazco Limited ("Gazco") has become aware of a potential issue that may result in the weakening or failure of some mechanical fixings in convector fireboxes on their Conventional Chimney/Flue Logic HE, E-Box and E-Studio fires manufactured by Gazco between February 2013 and October 2015. This Safety Alert has been issued to raise the awareness of registered businesses and engineers who may encounter unmodified versions of this range of gas fires during the course of their work. This safety alert only applies to the appliances referred to above.

Introduction

As a result of monitoring systems, Gazco has identified a potential risk caused by incorrect fixings used in error by a component sub-supplier in some Conventional Chimney/Flue Logic HE, E-Box and E-Studio fireboxes. This issue only affects conventional chimney/flue versions of those products manufactured between February 2013 and October 2015.

Gazco have identified all the appliances that could be affected by this issue and have contacted all of the retailers that sold these fires. The retailers will pass the contact details of all the owners of these fires to Gazco who will be providing a free of charge product safety enhancement to be fitted to all affected fires. This will permanently rectify the potential issue once it is correctly installed.

Customers with products that fall within this time period will be receiving a letter advising them not to use their appliance and to contact Gazco for the installation of the product safety enhancement.

For a full list of all serial numbers of the fireboxes that could be affected see below.

Any customer who may have a firebox affected by this issue are advised not to use their appliance until a product safety enhancement kit has been successfully fitted. In addition it is recommended that reference is made to www.gazco.com/logic-safety-notice where there are extensive details on how to check the product number, serial number and carry out a visual inspection of the appliance. In addition the contact details for Gazco can be found.

Hazard

Gazco have carried out exhaustive testing on these affected products and have found that after extensive use, and in certain specific circumstances, it is possible that the diverter plate in the draught diverter may be able to move out of place, blocking the combustion products exiting the combustion chamber and consequently **the appliance could cause carbon monoxide to be produced and therefore presents a risk to occupants of the property**

This issue has been caused by the use of rivets manufactured from the incorrect material (aluminum alloy instead of steel) being used by a supplier to Gazco.

Although Gazco has not yet identified any fires in end user's homes that do not comply with the required standards, Gazco is concerned that the testing shows that if the draught diverter plate comes loose or detached the fires will no longer comply with the standard. **Accordingly, Gazco has advised that customers must not use the fire until the product safety enhancement kit has been successfully fitted.**

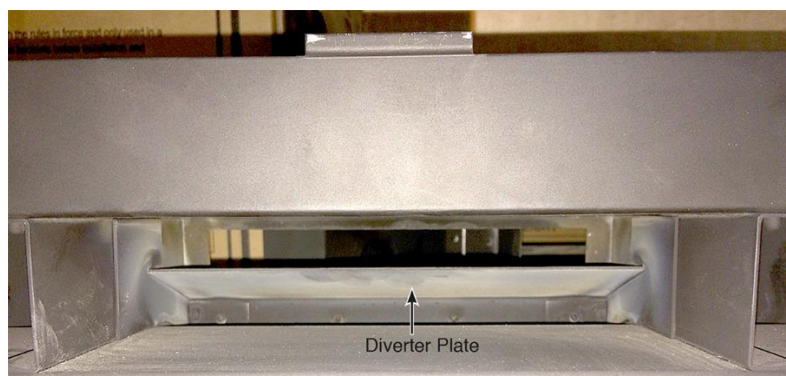
Modification

Gazco has designed a product safety enhancement kit that can be easily fitted to any of the models affected in just a few minutes. This kit, when successfully installed, will completely rectify this issue and prevent it from being able to happen in the future.

Action Required

Where a registered business or engineer encounters a potentially affected appliance they are asked to remove the decorative frame and visually inspect the product to identify any issues as described below.

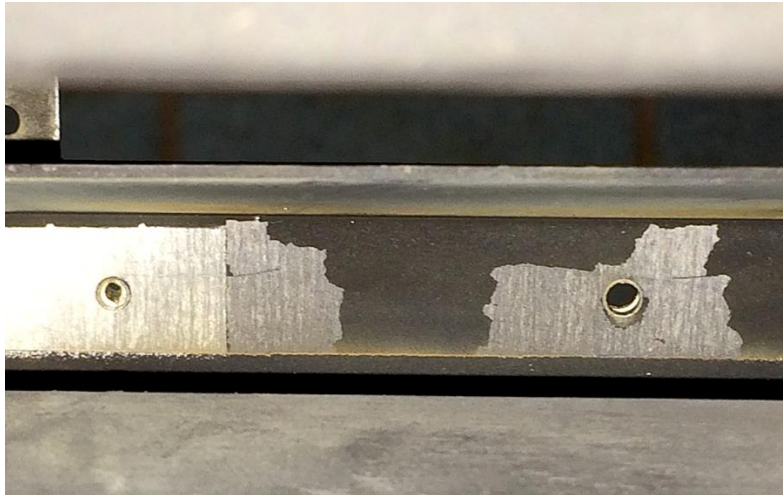
Unaffected, unmodified Diverter Plate - Visually this is how the diverter plate should look.



Inspect the rivets carefully – they should look as below.



Missing or worn rivets – the appliance can be affected by rivets where the head has been broken off or the rivet is missing completely.



Baffle Bracket irregularities – as a result of missing/broken rivets the baffle and brackets can distort as shown or be missing completely.



If identified the appliance should be dealt with following the guidance as detailed in the current version of the Gas Industry Unsafe Situations Procedure⁽¹⁾ **and made safe until such time as the faults are corrected.**

If an engineer becomes aware of any unmodified versions of these gas fires, advise the customer not to use the product and please contact Gazco (details below) who will then make arrangements for the appliance to be modified.

Affected Models

The models potentially affected, made between February 2013 and October 2015 are:

ACTUAL ID	DESCRIPTION	FIRETYPE	Serial Number from	Serial Number to (inclusive)
101-497	LOGIC HE CF LPG MANUAL CONTROL COAL	Logic HE	101-49730000	101-49730055
101-614	LOGIC HE CF LPG REMOTE CONTROL COAL	Logic HE	101-61410000	101-61410139
101-324	LOGIC HE CF NG MANUAL CONTROL STONE	Logic HE	101-32430000	101-32430074
8691CFCHUC	E STUDIO CF NG MANUAL WHITE STONE	E-Studio	8691CFCHUC20615	8691CFCHUC20878
8691MCUC	LOGIC E BOX CF NG MANUAL CONTROL COAL	E-Box	8691MCUC33328	8691MCUC35300
101-649	LOGIC HE CF LPG REMOTE CONTROL STONE	Logic HE	101-64910000	101-64910017
101-088	LOGIC HE CF NG REMOTE CONTROL COAL	Logic HE	101-08810000	101-08811586
101-444	LOGIC HE CF LPG SLIDE CONTROL COAL	Logic HE	101-44410000	101-44410341
P8691CFCHUC	E STUDIO CF LPG MANUAL WHITE STONE	E-Studio	P8691CFCHUC20056	P8691CFCHUC20065
P8691MCUC	LOGIC E BOX CF LPG MANUAL CONTROL COAL	E-Box	P8691MCUC30498	P8691MCUC30763
101-131	LOGIC HE CF NG REMOTE CONTROL STONE	Logic HE	101-13110000	101-13110205
101-110	LOGIC HE CF NG SLIDE CONTROL STONE	Logic HE	101-11010000	101-11010145
8691PBUC	LOGIC E BOX CF NG MANUAL PEBBLE	E-Box	8691PBUC30238	8691PBUC30327
101-037	LOGIC HE CF NG SLIDE CONTROL COAL	Logic HE	101-03710000	101-03712422
101-151	LOGIC HE CF NG MANUAL CONTROL COAL	Logic HE	101-15130000	101-15131174
101-597	LOGIC HE CF LPG SLIDE CONTROL STONE	Logic HE	101-59710000	101-59710021

Gazco Conventional Chimney/Flue Logic HE, E-Box and E-Studio Product Safety Enhancement Instructions

Gazco will be producing documents early in 2017 to support the fitting of the product safety enhancement kits which set out additional information for the visual identification of any issues, how to remove any decorative frames attached to the appliance and the installation of the safety enhancement kit.

Further Information

For further details, or to notify details of identified unmodified appliances, please contact:

- GAZCO LIMITED, Osprey Road, Sowton Industrial Estate, Exeter, Devon, England, EX2 7JG.
- Telephone: (01392) 449680 Fax: (01392) 444158 or email: logic@gazco.com

Bibliography

- (1) *TB 001 - The Gas Industry Unsafe Situations Procedure*

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