



Product Safety Recall



Do you own this product?

Thermann X Split Heat Pump Water Heater Outdoor Unit

Model number: THP45

Dates sold: 28 October 2021 – 11 September 2024



Why the product is recalled: There is a risk of serious injury or death from an electric shock if you remove the plastic cover and come into contact with live electrical components.

Hazard: If you, or someone else, removes the plastic cover on the side of the unit to access the controller board to change the settings, you may come into contact with live electrical parts.



1. Do not remove the plastic cover or attempt to access the controller board on the heat pump unit.
2. Contact Reece to arrange for an authorised service agent technician to repair the unit. Include an email and phone number for Reece to contact you.



Ask our staff to find out more about the recall.

customer.care@reece.com.au

1800 808 055 8 am to 5 pm, Monday to Friday



Purchased from: Reece Australia



Set yourself a reminder to check at home

- Take a photo of this notice
- Set a reminder on your phone

PRA 2024/20323

See productsafety.gov.au for
Australian product recall information