

Product Safety Recall

Glen Dimplex Australia Pty Ltd

Open Flue Space Heaters

Model: Nectre 2000 NGNG & NGLPG

Sold at specialist heating dealers between 01/01/2007 – 30/06/2018



Identification: Approval Number: 5954

Defect: Under certain circumstances the heaters produce too much carbon monoxide.

Hazard: There is a potential for carbon monoxide poisoning, causing serious health risk to users.

What to do: Consumers should immediately cease using the product and contact the manufacturer, Glen Dimplex Australia to have the appliance checked by a qualified gas fitter. Glen Dimplex Australia will arrange for a service call to be carried out on the unit. It will be checked and modified at the manufacturer's expense.

If heating is required before testing can be carried out by a qualified gasfitter, please use other sources. **DO NOT** bring outdoor gas appliances indoors.

Please contact Glen Dimplex Service Department on 1300 014 389 between (Monday – Friday, 9am-5pm EST) or email productservice@realflame.com.au

For further information about the testing and modification of this heater, see the ESV Gas Safety Alert at <https://www.esv.vic.gov.au/safety-alerts/gas-open-flued-gas-heaters/>

**See productsafety.gov.au for
Australian product recall information**