

PRODUCT SAFETY RECALL

Gas Log Effect Space Heater

Rinnai Symmetry Inbuilt, models RDV3610ETR and RDV3611ETR



Which models are affected? Rinnai “Symmetry” inbuilt gas log effect space heaters as pictured above, models RDV3610ETR and RDV3611ETR made from 2010 onwards. Other Rinnai gas heaters are not affected.

Where can I find the model name and number?

The model name and number can be found on the front page of the Operating / Installation instructions supplied with the heater. If unsure visit our dedicated website at www.symmetryservice.com.au for further means of identification or call us on 1800 043 214.

Product Defect

The mesh-guard may separate from the front of the heater due to delayed ignition and there is also a very remote possibility of glass breakage.

Hazard

Risk of injury.

What should I do?

Confirm whether or not you have a Rinnai Symmetry Inbuilt gas log effect space heater by visiting our dedicated website at www.symmetryservice.com.au or calling us on 1800 043 214. If so, Rinnai will then arrange for an authorised service technician to provide a free in-home service. It is advised that you do not operate the heater until the service is performed.

For further information

Visit our dedicated website at www.symmetryservice.com.au or call us on 1800 043 214.

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