
Morco Products Ltd



Tel: 01482 325456 Fax: 01482 212869

Email sales@morcoproducts.co.uk

Web www.morcoproducts.co.uk

REF : PRODUCT RECALL

For the urgent attention of the Park Owner / Manager

Dear Park,

We are writing to you to make you aware of a product recall on some Morco appliances that may be installed in your hire fleet stock or on your site in customers' holiday homes. Despite multiple attempts, we have been unable to contact you via phone.

Please find enclosed a formal "Notice Not to Use / Recall Notice" with full details of the recall, including the specific models affected and the actions required. We strongly urge you to review the notice carefully and share this information with your team and customers who may be impacted, to ensure they are aware.

Please note: These appliances are Gas Water Heaters used for hot water only, not to be confused with boilers used for central heating.

Where affected appliances are identified, it is essential that the gas supply is turned off immediately and they are removed from use for safety reasons, due to a risk of gas leaks and fire. Please visit our website to register for a refund or a replacement.

Should you have any questions or require assistance, please contact us on 01482 325456, email us at gaswaterheaters@morcoproducts.co.uk, or visit our website at www.morcoproducts.co.uk for more details.

We sincerely apologise for any inconvenience this may cause and appreciate your prompt attention to this important safety matter.

Thank you for your cooperation.

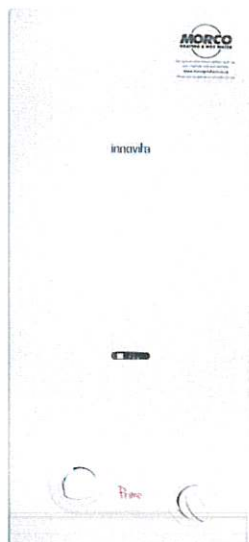
Morco Products Ltd

Phone: 01482 325456

Email: gaswaterheaters@morcoproducts.co.uk

IMPORTANT SAFETY WARNING

MORCO OPEN-FLUED GAS WATER HEATER



Primo 6 Litre (MP6) &
Primo 11 Litre (MP11)

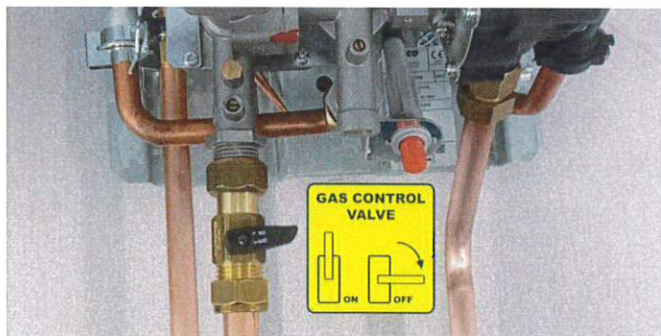


EUP 6 Litre &
EUP 11 Litre

Hazard: RISK OF FIRE

**Please stop using the water heater immediately
and isolate the gas supply to the appliance**

**You do not need to be a Gas Safe Engineer to isolate the gas using the
isolation valve located under the appliance as per the photograph below.**



We have discovered that there is a risk of a gas leak in the above open-flued gas water heaters, which could result in a fire.

These products were sold into the market between 2018 and 2023 and all serial numbers sold between these dates are included in this notification. They are typically installed in static/caravan holiday homes, boats or mobile catering vehicles.

If you have one of these gas water heaters installed (including those that have had the safety upgrade), please contact us immediately so we can discuss the next steps.
Please do not attempt to check or test the appliance yourself

Please contact Morco Products Ltd on telephone number **01482 325456**
or by email at: **gaswaterheaters@morcoproducts.co.uk**

No other Morco products are affected by this issue.

We apologise for the inconvenience this may cause however safety is our priority.