

**SAFETY NOTICE
GAS HOBS**

There is a safety issue with an elbow connector that connects to the external gas supply on some Samsung gas hobs manufactured by a third party. This connector can potentially fail.

Samsung has had no reported safety incidents in the UK caused by a defective gas elbow connector. However, as a precautionary measure, on 27 September 2023, Samsung commenced an inspection and/or modification programme for Samsung gas hobs manufactured between October 2019 and January 2023.

The Samsung gas hobs affected are:

- NA75J3030AS
- NA64H3000AK
- NA64H3010AS
- NA64H3110AS
- NA64H3030AS

If you own one of the affected gas hobs, please get in touch with the dedicated contact centre on 0800 046 5458 or register on the <https://gashobsrepair.mktpoint.com> website. From there, you will be able to arrange for a Gas Safe Registered engineer to come to your home to check if the gas elbow connector on your gas hob is one of those affected by this issue. If so, it will be replaced.

If your gas hob is installed in a caravan, leisure home, motorhome, or boat you should safely disconnect it from the LPG cylinder and get in touch immediately.

If you smell gas or otherwise believe there is a gas leak, you should follow the steps on this link before taking further action: <https://www.gassaferegister.co.uk/gas-emergency/what-to-do-in-a-gas-emergency/>. If you cannot access the link, contact the National Gas emergency helpline on 0800 111 999 in England, Wales and Scotland, and 0800 002 001 in Northern Ireland.

The health and safety of our customers is our absolute highest priority, and we are taking steps resolve this issue as swiftly as possible.

FAQs

Question	Samsung Response
How can I tell if my Samsung gas hob is affected?	<p>All Samsung gas hobs manufactured between October 2019 and January 2023 are included in the modification programme. An inspection is required to check if the affected elbow connector was used to connect the product to the external gas supply and, if so, for it to be replaced.</p> <p>The model numbers of the gas hobs are:</p> <ul style="list-style-type: none">• NA75J3030AS• NA64H3000AK• NA64H3010AS• NA64H3110AS• NA64H3030AS

Question	Samsung Response																																						
<p>How can I find the model number of my Gas Hob and the date it was manufactured?</p>	<p>This information can be seen on a label on the underside of the device.</p> <p>The model number is stated under the Samsung logo at the top of the label.</p> <p>The date the product was manufactured can be determined by the serial number. The serial number is made up of 15 characters and is shown on the label next to the model number and also above the barcode. The 8th and 9th characters of the serial number show the year and month the product was manufactured as follows:</p> <table border="1" data-bbox="687 741 895 898"> <thead> <tr> <th colspan="2">Year of Production</th> </tr> </thead> <tbody> <tr> <td>M</td> <td>2019</td> </tr> <tr> <td>N</td> <td>2020</td> </tr> <tr> <td>R</td> <td>2021</td> </tr> <tr> <td>T</td> <td>2022</td> </tr> <tr> <td>W</td> <td>2023</td> </tr> </tbody> </table> <table border="1" data-bbox="962 741 1366 920"> <thead> <tr> <th colspan="2">Month of Production</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>January</td> </tr> <tr> <td>2</td> <td>February</td> </tr> <tr> <td>3</td> <td>March</td> </tr> <tr> <td>4</td> <td>April</td> </tr> <tr> <td>5</td> <td>May</td> </tr> <tr> <td>6</td> <td>June</td> </tr> <tr> <td>7</td> <td>July</td> </tr> <tr> <td>8</td> <td>August</td> </tr> <tr> <td>9</td> <td>September</td> </tr> <tr> <td>A</td> <td>October</td> </tr> <tr> <td>B</td> <td>November</td> </tr> <tr> <td>C</td> <td>December</td> </tr> </tbody> </table> <p>If you cannot access the label on the underside of the device, please check any documentation or packaging you have for the gas hob to see if they show the model code and serial number.</p>	Year of Production		M	2019	N	2020	R	2021	T	2022	W	2023	Month of Production		1	January	2	February	3	March	4	April	5	May	6	June	7	July	8	August	9	September	A	October	B	November	C	December
Year of Production																																							
M	2019																																						
N	2020																																						
R	2021																																						
T	2022																																						
W	2023																																						
Month of Production																																							
1	January																																						
2	February																																						
3	March																																						
4	April																																						
5	May																																						
6	June																																						
7	July																																						
8	August																																						
9	September																																						
A	October																																						
B	November																																						
C	December																																						
<p>Who do I contact if I have an affected gas hob?</p>	<p>If you own one of the affected gas hobs, please use the registration website to provide your details (https://gashobsrepair.mktpoint.com) or call the dedicated phone number on 0800 046 5458.</p>																																						
<p>What information do I need to provide?</p>	<p>You will need to provide the model number and serial number of the gas hob, your contact details, and details about the location and installation of the gas hob.</p>																																						
<p>What if I can't find my model or serial number?</p>	<p>If you cannot find the model number or serial number, please call the dedicated phone number on 0800 046 5458 or register on the https://gashobsrepair.mktpoint.com website and you will receive help.</p>																																						
<p>Do I need a Proof of Purchase or receipt?</p>	<p>No, a proof of purchase or receipt is not required.</p>																																						
<p>When can you send an engineer?</p>	<p>After you provide your details, you will be invited to book an appointment for a free of charge engineer visit to inspect and, where necessary, replace an affected elbow connector used during your installation. This visit will be arranged as soon as possible.</p>																																						
<p>What will happen when the engineer visits?</p>	<p>There are two steps involved:</p> <ol style="list-style-type: none"> 1. Inspection – the model and serial numbers will be checked, and the existing gas elbow connector checked to see if it is an affected part. If the elbow currently installed is out of scope and does not require the modification, the visit will end at this point. 																																						

Question	Samsung Response
	<p>2. Modification – the engineer will replace the gas elbow connector. The engineer will then recommission the gas hob in accordance with Gas Safe regulations and manufacturer instructions.</p>
<p>Can I have a replacement product instead?</p>	<p>The part which presents a risk is a gas elbow connector which is used to connect the gas hob to the external gas supply – the other parts of the product are not impacted by this issue. If an affected gas elbow connector is installed then the connector will be replaced. As any potential issue is limited to the elbow connector used to connect your product to the external gas supply, there is no requirement to replace the entire product.</p>
<p>What if I am a tenant and the gas hob is not mine?</p>	<p>Either a tenant or a landlord can book an inspection and modification. The landlord’s permission should be obtained by the tenant in advance of any modification taking place.</p>
<p>My hob is connected to a gas cylinder, is it still affected?</p>	<p>Yes, an inspection will be needed no matter how the product is connected to a gas supply.</p>
<p>Why does the safety notice say that an LPG supply in a caravan, leisure home, motorhome or boat should be disconnected immediately?</p>	<p>For several reasons, gas hobs used with LPG present a higher risk. If your gas hob is installed in a caravan, leisure home, motorhome or boat, you should disconnect the LPG cylinder and get in touch immediately using the details on the safety notice above.</p>
<p>Can I continue to use my gas hob before an engineer visits?</p>	<p>If you can smell gas, you should immediately follow the steps on this link and stop using the gas hob: https://www.gassaferegister.co.uk/gas-emergency/what-to-do-in-a-gas-emergency/. If you cannot access the link, you should contact the National Gas Emergency Helpline for their area (0800 111 999 in England, Wales and Scotland, and 0800 002 001 in Northern Ireland).</p> <p>If you are using a gas hob with LPG in a caravan, leisure home, motorhome or boat, please disconnect it from the LPG cylinder immediately.</p> <p>If your gas hob is subject to movement, we recommend that you stop using it and disconnect the gas supply until after it has been checked.</p> <p>Unless one of the above situations applies, users are not being informed to stop using their gas hobs. You must continue to be vigilant. If you smell gas or you are concerned that your product poses a risk, you should follow the steps described above or in the question below.</p>
<p>What should I do if I can smell gas?</p>	<p>If you smell gas or you are concerned that your product poses a risk, you should immediately follow the steps on this link before taking any further action: https://www.gassaferegister.co.uk/gas-emergency/what-to-do-in-a-gas-emergency/. If you cannot access the link, you should contact the National Gas Emergency Helpline for their</p>

Question	Samsung Response
	area (0800 111 999 in England, Wales and Scotland, and 0800 002 001 in Northern Ireland).