

SAFETY WARNING
IMMEDIATE ACTION RECOMMENDED
HOTPOINT & INDESIT BRAND FREESTANDING GAS COOKERS

Dear Valued Business Partner,

As part of our factory production batch testing process, we have been made aware of a 3rd party supplier component issue in a small number of Hotpoint & Indesit branded gas cookers which have resulted in a safety concern. The issue relates to a potential risk of a gas leak from the lid shut-off valve following repeated product use over time in the below listed model numbers and only affects the batch produced **between October 25 and November 22, 2024**.

INDESIT BRAND

12NC Code	Model Number
869991594490	ID67G0MCW/UK
869991593500	ID67G0MCB/UK
869991593660	ID67G0MCX/UK
869991595150	ID67G0MMB/UK

HOTPOINT BRAND

12NC Code	Model Number
869991594430	HDM67G0CCW/UK
869991593150	HDM67G0CCB/UK
869991593230	HDM67G0CCX/UK
869991595460	HD67G02CCW/UK
869991595560	HDM67G0C2CB/UK
869991595520	HDM67G0C2CX/U
869991593240	CD67G0C2CA/UK
869991596710	CD67G0CCX/UK
869991593330	HDM67G9C2CW/UK
869991594620	HDM67G9C2CB/UK
869991594630	HDM67G9C2CX/U
869991595050	HDM67G9C2CSB/U
869991593650	HDM67G8C2CX/UK

We would like to stress that this is a proactive response to a potential safety issue that was identified as part of our extensive batch testing process in the factory. **We have not identified any cases affecting consumers in the market.**

To confirm, products manufactured before October 25, 2024, are not affected and do not contain any issues. There is no cause for concern if the gas cooker was manufactured before this date and installed according to the instructions in the user manual.

While we are proactively liaising with relevant authorities, we are also proactively reaching out to you, our partners, to further ensure the safety of our consumers. Our advice to all our retailers is to **stop selling the affected models**. If you have stock in your warehouses of these models manufactured after October 25, 2024, please isolate it and we will arrange a collection.

Consumers should not use the products until the issue has been rectified. Our analysis has shown that if consumers repeatedly continue to use the product before being resolved then over time this can potentially risk a gas leak.

Therefore, **please provide us with the contact details of your customers who have purchased these products from you since October 25, 2024.** We will then directly contact them to resolve this issue for them by arranging to replace the specific component by sending a Gas Safe certified engineer to their home.

We apologize for any inconvenience this may have caused. Our thanks for being a valued business partner, we very much appreciate your cooperation.

Sincerely,

Q&A

What is the problem?

We have been made aware of a 3rd party supplier component issue in a small number of Hotpoint & Indesit branded gas cookers which has resulted in a safety concern.

What is the safety concern? Is it related to the gas supply?

The issue relates to a potential risk of a gas leak from the lid shut-off valve following repeated product use over time.

What date does the issue relate to?

25th October to 22nd November 2024. The issue has been identified and rectified.

Can the consumers continue to use the product?

No, consumers should not use the product until one of our service engineers replaces the individual component.

Have there been any incidents in consumers' homes?

No, this is a proactive response to a potential issue that was identified as part of our extensive batch testing process in the factory. We have not identified any cases affecting consumers in the market.