



Defence
Infrastructure
Organisation

Safety Alert

Parts A, B & C

**Subject: Glen Dimplex 'A' Class Water
Cylinders**

Number: SA 2022-07

DIO Sponsor: Bryan Dunn

Date of issue: 6th June 2022

Contact if different from above Sponsor:

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This Safety Alert is to be read by the following so appropriate action can be taken:

- 1. Heads of Establishment**
- 2. DIO Service Manager (or equivalent for non-NGEC contracts)**
- 3. Maintenance Management Organisations**
- 4. Others**

Others interested in the content of this Safety Alert might include:

Top Level Budget Holders, TLB Infrastructure Branches, Prime Contractors, Private Finance Initiatives, Public-Private Partnership and other traditionally procured contracts, Project Managers, Infrastructure Managers and Property Managers with responsibility for MOD projects and Property Management Works Services (including the legacy work of EWCs/WSMs), Health & Safety Advisors.

When it takes effect: Immediately

When it is due to expire: When updated or rescinded.

Health and Safety

This Safety Alert does not necessarily cover all aspects of the subject matter and readers should make themselves aware of other potential issues. Readers should also not rely on DIO publications as their only means of becoming aware of safety, operational or technical issues, but they should consult widely across other media to maintain awareness.

Aim

1. The aim of this Safety Alert is to bring to the attention of appropriate persons or organisations the potential defect on certain Glen Dimplex 'A' Class Water Cylinders and the manufacturer's Product Safety notice that advises of an electrical component that could overheat and in very rare incidents and could be a potential fire hazard.

Introduction

2. Compliance with the contents of this Safety Alert will enable compliance with the Health & Safety at Work etc. Act 1974 and its subordinate Regulations.
3. The appropriate MOD officer shall arrange for and ensure the Maintenance Management Organisation (MMO) carry out all actions in accordance with this Safety Alert.
4. Any work required because of this Safety Alert must be carried out in accordance with JSP 375.

Background

5. An incident recently occurred on the MOD estate involving a Dimplex A class water heater that overheated, causing electrical insulation to melt and the electrical supply via the main RCD to trip. This resulted in smoke emanating from the facility and response from the emergency services.
6. On investigation Glen Dimplex had issued a Product Safety Notice in September 2020 due to this defect, this is included at Annex A to this Safety Alert for background.
7. The manufacturer has identified a potential defective electrical component that could cause the cylinder to overheat and in very rare incidents be a potential fire hazard in their 150ltr, 210ltr and 250ltr water cylinders.
8. The faulty component is a relay located on the front of the cylinder, used for switching on and off the immersion heater.
9. The manufacturer has issued a helpline number - 0344 879 3588 to call should you have any of the defective cylinders.
10. It is possible that establishments and organisations may have already acted on this alert. This should be confirmed and brought to the attention of the DIO Regional Delivery Manager, and the required remedial action recorded as completed, as required by Parts A, B and C of this Safety Alert.

Part A

11. This Safety Alert specifically concerns Glen Dimplex A class water cylinders - ECS150HP40A-580, ECS210HP40A-580 and ECS250HP40A-580.
12. Any site identifying these water cylinders that are still in use should **stop using them immediately by turning off the equipment** until the manufacturer's remedial action has been completed.
13. The MMO, on direction from the Regional Delivery Manager or equivalent, shall initiate the following tasks:
 - a. Establish all sites with Glen Dimplex water cylinders applicable to this Safety Alert.
 - b. Immediately prevent the use of those water cylinders.
 - c. Contact the manufacturer on the helpline – 0344 879 3588.
 - d. Update all maintenance records detailing the remedial action taken.

14. MMO is to notify the DIO Regional Delivery Safety Alerts Team DIO-RDSafetyAlerts@mod.gov.uk through their respective DIO Delivery Manager identifying all Dimplex water cylinders applicable to this Safety Alert and the action taken.
15. Where there are none of these defective water cylinders identified as applicable to this Safety Alert on an establishment, a **nil return is required**.

Part B.

16. Any water cylinder identified in **Part A** of this Safety Alert is not to be returned to service until it has been subject to appropriate manufacturers remedial action.
17. On completion of the necessary remedial work, the MMO are to ensure all maintenance and inspections are in place before units are returned to service.
18. **It is recommended that remediation action should be completed within a maximum of 3 months from the date of issue of this Safety Alert.**

Part C.

19. MMO is to notify the DIO Regional Delivery Safety Alerts Team DIO-RDSafetyAlerts@mod.gov.uk through their respective DIO Regional Delivery Manager of the actions resulting from implementing the actions in Part B.

ANNEX A

Glen Dimplex Product Safety Notice



PRODUCT SAFETY NOTICE

DIMPLEX A Class Water Cylinders
ECS150HP40A-580
ECS210HP40A-580
ECS250HP40A-580



A safety issue has been identified with DIMPLEX A Class Cylinder -150ltr, 210ltr & 250ltr.

Glen Dimplex Heating & Ventilation are aware of a limited number of DIMPLEX water cylinders where an electrical component could overheat and in very rare incidents be a potential fire hazard.

What to do if you have an affected cylinder:

Call our Helpline on 0344 879 3588

Monday to Friday 9.30am to 12.30pm and 13.15pm – 16.00pm so we can assess if your product is affected and arrange for an engineer to visit where required.

If you are affected by this Safety Notice, we urge you to contact us about this important safety issue as soon as possible.

GLEN DIMPLEX HEATING & VENTILATION MILLBROOK HOUSE, GRANGE DRIVE, HEDGE END,
SOUTHAMPTON SO30 2DF