




Cooke & Lewis Gas Hob

Aspect	Details
Images	
Alert Number	2306-0153
Product Type	Gas appliances and components – Gas Hob
Product Identifiers	Model Number: CLGH65ALL. Affected hob was also included within the CLOPGH65 Black glass effect Built-in Fan oven & gas hob pack. Barcodes: 5059340158020 (hob) and 5059340157993 (hob pack)
Product Description	Gas hob supplied with elbow joint on the connecting pipework.
Country of Origin	China
Counterfeit	No
Risk Level	Serious
Risk Type	Poisoning, burns or gas explosion and/or fire
Risk Description	The elbow on the connecting pipework of affected gas hobs can fail resulting in a significant gas leak, regardless of whether the hob is switched on and in use. Hazards resulting from a gas leak include burns, fire and explosion and poisoning from inhalation. The risk levels vary from low risk to serious risk, with the risk presented from fire and explosion being the worst case. The risk of fire and explosion in traditional built residences is high risk, and the risk of fire and explosion in a caravan or leisure homes is serious risk. The products are not in conformity with the requirements of Regulation 2016/426.



Corrective Measures	<p>Cooke & Lewis have initiated a replacement programme for gas hobs affected by the identified safety issue.</p> <p>For all customers of this product including those who are already registered with Marketpoint/Midea in the UK, please contact B&Q's service partners using the customer service telephone number and quoting the model number CLGH65ALL.</p> <p>The service partner will confirm with customers details of the hob and arrange a free of charge Gas Safe registered engineer to visit to inspect the gas hob and replace it with a new one. Additionally, if you are using your appliance with Liquid Petroleum Gas (LPG) in a caravan or motorhome, please disconnect it from the LPG cylinder immediately.</p> <p>In England, Scotland, Wales, excluding Northern Ireland, the Isle of Man and the Channel Islands, please contact AO: AO Customer Helpline 01612350585 Monday to Friday 9am-5pm and quote CLGH65ALL</p> <p>In Northern Ireland, please contact Marron Heating: Enquiries@marronheating.com or phone 00447999665772</p> <p>If you would like further information, please call the B&Q Customer Services Helpline: 0300 303 4482 or access the B&Q website at: https://www.diy.com/product-information/product-recall</p> <p>Owners and consumers in domestic premises should continue to be vigilant. If they smell gas or are concerned that their product poses a risk, they 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) or a Gas Safe registered installer.</p> <p>This follows a suspension notice issued by OPSS requiring manufacturers to stop the supply of affected models.</p>
Online Marketplace	N/A
Notifier	Office for Product Safety and Standards