




Joule Hot Water Systems ModulAir Heat Pump	
Aspect	Details
Images	
PSD Number	2405-0107
Product Type	Electrical appliances and equipment – Domestic heating heat pump system
Product Identifiers	Affected products have been manufactured since May 2023. A list of affected models is included at Annex A. The model number can be found on the left of the unit.
Product Description	The product is a domestic ModulAir heat pump system, installed in domestic settings.
Country of Origin	Netherlands
Counterfeit	No
Risk Level	Low
Risk Type	Fire
Risk Description	<p>The product has been identified as presenting a risk of fire as there are certain circumstances in which the internal electrical connection in the ModulAir All E Heat Pump can overheat, melt and breakdown. Despite the presence of a Residual Current Breaker with Over-Current (RCBO), it is possible that the electrical connectors may continue to overheat, resulting in the generation of smoke and fumes. It may present a risk of burns or fire if contact is made with flammable materials inside or close to the unit.</p> <p>The product does not meet the requirements of the Electrical Equipment (Safety) Regulations 2016.</p>
Corrective Measures	Joule Hot Water Systems UK Ltd have contacted owners to arrange an upgrade to the ModulAir All E Heat Pump. Contact Joule Hot Water Systems UK Ltd for further information: Phone: 020 3744 4200 Email: modulairuk@joule.co.uk
Online Marketplace	N/A
Notifier	Local Authority Trading Standards



Product Safety Report

Annex A – List of Affected Models

Item No	Description
HMMC-PP-009	MODULAIR ALL-E 150L
HMMC-PP-010	MODULAIR ALL-E 180
HMMC-PP-012	MODULAIR ALL-E 210L
HMMC-PP-013	MODULAIR ALL-E & GREENCOMFORT 150L
HMMC-PP-014	MODULAIR ALL-E & GREENCOMFORT 180L
HMMC-PP-016	MODULAIR ALL-E & GREENCOMFORT 210L