




Morco Gas Water Heaters: Primo (MP) / EUP

Aspect	Details
Images	
PSD Number	2310-0010
Product Type	Gas appliances and components – Gas Water Heater
Product Identifiers	Affected products are one of four models of open-flued water heaters: Primo 6 (MP6), Primo 11 (MP11), EUP6 and EUP11.
Product Description	White domestic gas water heater. Affected models were supplied between 2018 and 2023.
Country of Origin	Italy
Counterfeit	No
Risk Level	Serious
Risk Type	Fire
Risk Description	<p>A safety issue has been identified with Morco Open-Flued Gas Water Heaters which may be installed in mobile homes, caravans and domestic settings.</p> <p>The product presents a risk of fire, explosion and injuries. There is a risk of gas leaking which, if ignited, may cause burns, explosions and injuries.</p> <p>The products are not in conformity with the requirements of Regulation 2016/426.</p>
Corrective Measures	<p>Morco have initiated a recall for affected appliances.</p> <p>Owners of gas water heaters installed (including those which have previously received a safety upgrade) should contact Morco immediately to discuss next steps. Owners should not attempt to check or test the appliance themselves.</p> <p>Further information, including a form to request a refund or a replacement, can be accessed at the following link:</p>

The OPSS Product Safety Alerts, Reports and Recalls Site can be accessed at the following link: <https://www.gov.uk/guidance/product-recalls-and-alerts>



	<p>https://morcoproducts.co.uk/important-water-heater-safety-warning/</p> <p>Morco Products Ltd can be contacted on telephone number 01482 325456 or by email at gaswaterheaters@morcoproducts.co.uk</p> <p>Anyone that smells gas, including owners and consumers concerned that their product poses a risk, should contact the National Gas emergency helpline on 0800 111 999 in England, Wales and Scotland, and 0800 002 001 in Northern Ireland.</p>
Online Marketplace	N/A
Notifier	Local Authority Trading Standards