




Office for Product
Safety & Standards

Product Recall

Landis + Gyr B2 and B3 Smart Meter Bridge

Aspect	Details
Images	
PSD Number	2504-0289
Product Type	Electrical appliances and equipment – Smart meter bridge with 13-amp plug
Product Identifiers	Brand: Landis+Gyr Model: E47C Bridge 2 (B2) and E47C Bridge 3 (B3)
Product Description	A grey rectangular plug-through device used to connect the consumer's smart meter with other devices in the smart metering system. Affected products were installed between January 2023 and February 2024.
Country of Origin	Vietnam
Counterfeit	No
Risk Level	Medium
Risk Type	Electric Shock
Risk Description	The product presents a risk of electric shock as some units are missing earth continuities. This could lead to the user receiving an electric shock during normal use of the product. The product does not meet the requirements of the Plugs and Sockets etc. (Safety) Regulations 1994.
Corrective Measures	Recall of the product from end users. Energy suppliers have contacted their end consumers with information on addressing the safety risk.
Online Marketplace	N/A
Notifier	Office for Product Safety and Standards

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>