

Beko LPG Gas Cooker Update – July 2013

Background

About 4 years ago Beko launched a recall of 30,320 Gas Cookers (GDHA is also recalling around 35,000 of these cookers) that can generate dangerous levels of carbon monoxide if used with the grill door closed (against the manufacturer's instructions). These cookers have been sold under Beko, Leisure and Flavel brands.

A recall of these gas cookers was launched at the beginning of 2009 and has found and repaired 16,416 of the cookers. Beko estimate that 7,795 may have been scrapped, leaving 6,109 still to be found and repaired.

The key questions used to identify if a gas cooker is affected by this recall is:-

- Was it manufactured prior to 2009?
- Was it one of the listed models?

If the answer to either of these questions was no, then the cooker was not affected by the recall.

In addition, Beko were aware that other gas cookers could generate high-levels of carbon monoxide if they were converted to run LPG, instead of mains gas.

Beko sold 837 LPG conversion kits between 2000 and 2009. They have been contacting the customers/gas fitters who ordered the conversion kits to warn them of the issue.

In the last 4 years they have managed to find 357 of these LPG conversion kits.

They are still trying to locate 480 missing kits/cookers.

If these conversion kits have been fitted to any of 23 different gas cooker models these cookers will also generate high-levels of carbon monoxide if the grill is used with the door closed.

The Problem

Any customer than owns one of the 23 different gas cooker models and has had it converted to run on LPG could have received incorrect information. If they used Beko's website or press adverts to check if their cooker was affected by the carbon monoxide issue, they would have seen that it wasn't.

There was no mention of the 23 models or any issue related to LPG conversion on the website or adverts.

This means that Beko now need to communicate this information to 480 customers. This will be particularly difficult as they don't know who these customers are.

Beko Action

The following are some of the actions that Beko will be taking to communicate this information to its customers:-

- LPG specific advertising in caravanning and mobile home related media (print and online)
- Targeted activities e.g. advertising/leafleting etc in areas of the country where mains gas is not 100%
- National newspaper advertising with clear guidance about revised information and the need to check appliances again

If your cooker has been converted to run on LPG and you want to know if it is affected by this issue click on the appropriate link:-

- [Beko LPG Gas Cooker Recall](#)
- [Flavel LPG Gas Cooker Recall](#)

Recall Summary

Dangerous levels of carbon monoxide can build up in some Beko Gas Cookers that have been converted to run on LPG.

Recall Issue

This recall only applies to certain Beko Gas Cookers that have been converted to run on LPG.

In 2009 Beko launched a recall of some Gas Cookers that could generate dangerous levels of carbon monoxide if the grill was used with the grill door shut (against manufacturer instructions). This recall covers Beko models:-

- DCG8511WLPG
- DCG8511PLW
- DCG581LWP

If you have one of the models above, details of the recall can be found here [Beko Gas Cooker Recall](#).

Beko has now said that the same issue can occur on a number of other cooker models if they have been converted from natural gas to LPG.

Beko LPG Gas Cookers Affected By This Recall

There are up to 480 Beko LPG Gas Cookers still to be found. The missing cookers will meet all of the following criteria:-

- Manufactured prior to 2009
- Runs on LPG
- Is one of the following models:-

Beko 8521 NS	Beko DG 582 SP
Beko 8521 W	Beko DG 582 W
Beko DCG 8511G	Beko DG 582 X
Beko DCG 8511PNW	Beko DG 5822 X
Beko DCG 8511SI	Beko DG 584W
Beko DCG 8511W	Beko DG 584X
Beko DG 581 NWP	Beko DG581S
Beko DG 581 W	Beko DG582WP
Beko DG 582 S	

If your cooker meets all of these criteria, or if you are not sure, please contact Beko urgently.

What Should You Do If You Have An Affected Beko LPG Gas Cooker?

If you think you may have one of the affected Beko LPG Gas Cookers you should contact Beko on **0800 917 2018**. They will check if it is an affected model and, if it is, they will arrange for a free of charge repair to be carried out in your home.

Recall Launched

July 2013.