

# Important Product Recall



SKU	Description	SKU	Description
444410002	ST RICH DX S900DF GTG EU BK	444410010	ST RICH DX S1100DF GTG EU BK
444410003	ST RICH DX S900DF GTG EU CC	444410011	ST RICH DX S1100DF GTG EU CC
444444899	ST RICH DX S900DF GTG BK	444444920	ST RICH DX S1100DF GTG CC
444444900	ST RICH DX S900DF GTG CC	444444919	ST RICH DX S1100DF GTG BK
444410020	ST STER DX S900DF GTG EU BK	444410028	ST STER DX S1100DF GTG EU BK
444410021	ST STER DX S900DF GTG EU SS	444410029	ST STER DX S1100DF GTG EU SS
444444933	ST STER DX S900DF GTG BK	444444953	ST STER DX S1100DF GTG BK
444444934	ST STER DX S900DF GTG SS	444444954	ST STER DX S1100DF GTG SS

We have become aware that some Gas Through Glass 90cm and 110cm Dual Fuel ranges, sold between 01-10-2018 and 27-10-2018 have a manufacturing defect where the incorrect pan support may be supplied with the appliance.

Fig 1: Correct pan supports used on wok

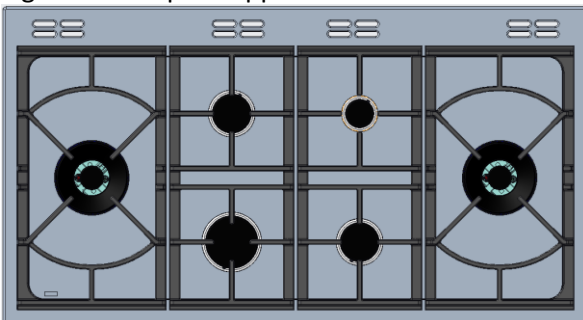
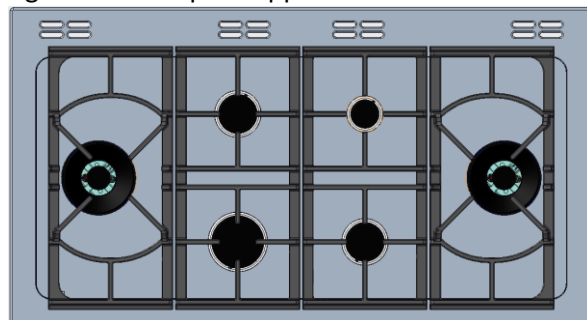


Fig 2: Incorrect pan supports used on wok



This defect may cause inefficiently flame combustion of the wok burner flame to occur when the wok burner is operated on full power for more than 15 minutes, possibly leading to poor products of combustion being released.

If you own a Gas Through Glass appliance from the list above, please check the serial number as shown in the diagram.



The serial number is on a rating label on the rear of the appliance.

The serial number is also on a small label on the front frame which can be seen when the doors are open.

The serial number is also part of the packing label. It is an 8 digit number that will start with 810, e.g.: 810xxxxx

The models affected have serial numbers starting 810xxxxx.

If you have an affected product from the list above please **stop using the wok burner immediately**. Turn the wok pan support over and check the part number cast into the part:

083625700 is the CORRECT pan support for these appliances

083625900 is the WRONG pan support for these appliances

If you have an affected product from the list above and you have the CORRECT pan support, you can continue to use the wok function normally.

If you have the WRONG pan support please do not use the Wok function and contact Glen Dimplex to organise a replacement.

If you have any queries do not hesitate to contact Glen Dimplex Home Appliances directly on:

[+44 (0) 844 248 4466] between [08:00-17:30]

We wish to thank you for your co-operation and apologise for any inconvenience.

### **Glen Dimplex Home Appliances**

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