

Important Product Safety Notice

EU Customers

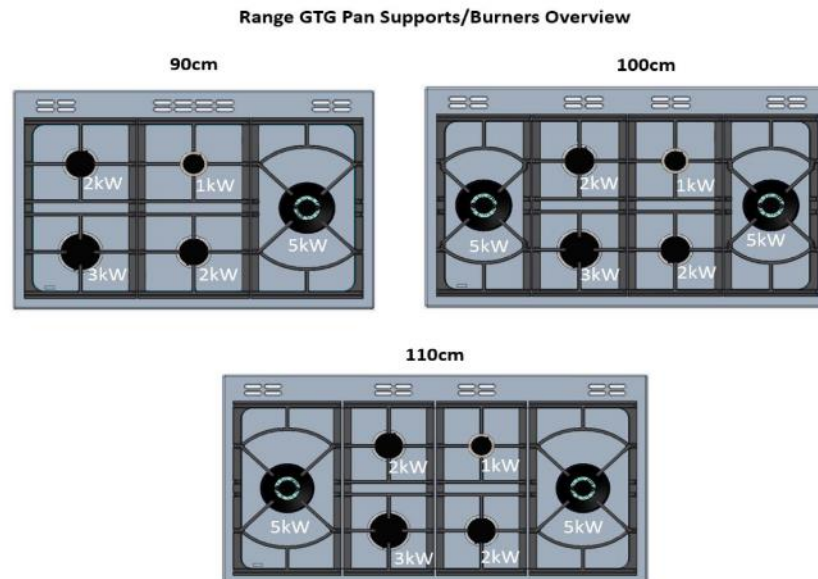
Stoves Deluxe Gas through Glass Range Products – Product Safety Notice

| SKU | Description |
|-----------|------------------------------|
| 444410002 | ST RICH DX S900DF GTG EU BK |
| 444410003 | ST RICH DX S900DF GTG EU CC |
| 444444899 | ST RICH DX S900DF GTG BK |
| 444444900 | ST RICH DX S900DF GTG CC |
| 444410020 | ST STER DX S900DF GTG EU BK |
| 444410021 | ST STER DX S900DF GTG EU SS |
| 444444933 | ST STER DX S900DF GTG BK |
| 444444934 | ST STER DX S900DF GTG SS |
| 444410006 | ST RICH DX S1000DF GTG EU BK |
| 444410007 | ST RICH DX S1000DF GTG EU CC |
| 444444909 | ST RICH DX S1000DF GTG BK |
| 444444910 | ST RICH DX S1000DF GTG CC |
| 444410024 | ST STER DX S1000DF GTG EU BK |
| 444410025 | ST STER DX S1000DF GTG EU SS |
| 444444943 | ST STER DX S1000DF GTG BK |
| 444444944 | ST STER DX S1000DF GTG SS |
| 444410010 | ST RICH DX S1100DF GTG EU BK |
| 444410011 | ST RICH DX S1100DF GTG EU CC |
| 444444920 | ST RICH DX S1100DF GTG CC |
| 444444919 | ST RICH DX S1100DF GTG BK |
| 444410028 | ST STER DX S1100DF GTG EU BK |
| 444410029 | ST STER DX S1100DF GTG EU SS |
| 444444953 | ST STER DX S1100DF GTG BK |
| 444444954 | ST STER DX S1100DF GTG SS |

The incorrect burner caps and burner skirts may have been fitted to some of our Stoves range cookers, specifically those with a 'gas-through-glass' hotplates. If incorrect burner caps or burner skirts have been fitted, it is likely that the failure will be detected at installation, but if not it is possible that the hotplate may not pass our stringent health and safety testing. We deem any health and safety failure as a potential risk to the customer.

We believe only a small batch of products are affected. It relates specifically to Stoves range cookers with a 'gas-through-glass' hotplate. Although only a small percentage of our products may be affected, as a responsible manufacturer, we are checking all gas-through-glass range cookers.

There are 3 widths of product affected:



There have been no external reports of any incidents. This was picked up by one of our installers at a customer cooker installation. To safeguard users and ensure the correct use of the hotplate, we are advising owners of potentially affected products to avoid using the hotplate until an engineer has visited. The ovens can be used.

If you have an affected product from the list above please **stop using the hotplate immediately**.

Customers who have a Stoves gas-through-glass range cooker listed above should call:

0800 093 9945 (Monday-Friday 9am-5pm) or email gdhainfo@gdha.com, to book an engineer visit.

Our engineers will replace the incorrect parts, which will be a free-of-charge visit, and free of charge replacement of any incorrect parts, and will take only a few minutes to fix on the spot.

We will also send a visual aid to customers, to help quickly identify if any incorrect parts have been fitted, but we will be sending an engineer to check all cookers, and not relying on a visual aid.

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

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