

URGENT SAFETY NOTICE

IMMEDIATE INSPECTIONS REQUIRED ON A NUMBER OF STOVES 60CM GAS COOKERS

It has come to our attention that there may be a potential safety issue with a number of gas cookers across the Stoves brand, which could cause a build-up of carbon monoxide.

We are urging consumers with a product manufactured from **June 2020** to **January 2021** **not to use their ovens** until we have sent an engineer to check the appliance. You can still use your hob.

The affected models are:

Product Name	Colour	Product Code
STOVES RICH 600G Crm	Cream	444444725
STOVES RICH 600G Blk	Black	444444726
STOVES RICH 600G Jal	Jalapeno	444444727

There is a possibility that an incorrect part may have been fitted to the flue pipe at the rear of these appliances, which could hamper ventilation. Although there is only a small chance this may affect the ovens, our customers' safety is our number one priority so **our engineers must inspect the appliance, and replace the part if necessary, before you use the oven again.**

You can check if you have one of the above appliances by opening the door of the main oven and locating the data badge on the front lower panel. Here you will find the Model number (a nine-digit number, starting with 4444) and the eight-digit Serial Number.

Make a note of these numbers and call **freephone 0800 093 9945** (9am-5pm, Monday to Friday) or email consumersupport@glendimplex.com. We will arrange for an engineer to visit your home immediately to inspect the appliance. If the part is found to be incorrect, a fix will be made on site during the visit. The visit and fix will be free of charge.

Our engineer will carry out the visit using our CoVid-safe protocols to keep you and others in your home safe. During the visit, we advise you to wear a face covering if you can, keep the kitchen doors and windows open for ventilation and remain at least two metres from the engineer while the inspection is taking place.

If you have one of these models, we would urge you to contact us as soon as possible so we can resolve the issue.