

MEDIA STATEMENT

12 May 2017

RINNAI AUSTRALIA PTY LTD TO CONDUCT NATIONAL PRODUCT SAFETY RECALL OF SYMMETRY INBUILT GAS LOG EFFECT SPACE HEATERS

Rinnai Australia Pty Ltd announced today that it was undertaking a voluntary national product safety recall of Rinnai “Symmetry” inbuilt gas log effect space heaters, models RDV3610ETR and RDV3611ETR made from 2010 onwards. Other Rinnai gas heaters are not affected.

The Company identified that under very rare circumstances the mesh-guard may separate from the front of the heater and there is also a very remote possibility of glass breakage resulting in a risk of injury.

The recall activity consists of a free in-home service program primarily as a precautionary measure.

“After extensive field investigation and internal and independent external laboratory testing and discussions with State and Territory gas regulating authorities we have launched a free in-home service program primarily as a precautionary measure” said Mr. Greg Ellis, Managing Director, Rinnai Australia.

“Whilst the risk of injury is very low, as a responsible company we believe the safety of our customers must come first, which is why we are taking a very conservative approach. The free in-home service will be performed by fully trained Rinnai technicians, accredited Rinnai service contractors or Rinnai specialist dealers.”

“We are advertising in newspapers around the country and are writing to all known consumers. This is a large undertaking but Rinnai Australia has an extensive nationwide network of service technicians, accredited service contractors and specialist dealers which will enable us to respond in the shortest possible time.”

In order to check if a heater is affected and to arrange the free in-home service, consumers can visit www.symmetryservice.com.au or contact Rinnai directly on 1800 043 214.

Although the risk of injury is extremely low, the company is putting the safety of customers first and advised customers not to use their Symmetry heater until the free in-home service is completed.

“We deeply regret any inconvenience that this will cause but firmly believe we are acting in the best interests of our valued customers” said Mr. Ellis.

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