

Product Safety Recall

Fireplace Products Australia Pty Ltd Regency and Masport F38/FG38 Open Flued Gas Log Fireplace (Natural Gas Only)



Sold nationally at specialist heating dealers from 2003 to 2018.

Affected units include:

- Regency natural gas F38 open flue gas heater units sold between 2003 and 2018.
- Regency natural gas FG38 units sold between 2004 and 2018.
- Masport branded F38 units sold between 2003 and 2006.
- Masport branded FG38 units sold between 2004 and 2006.

Defect: Under certain circumstances the heaters may produce too much carbon monoxide.

Hazard: There is a potential for carbon monoxide poisoning, which can result in severe injury or death.

What to do: Consumers should immediately cease using the heater and contact Fireplace Products Australia Pty Ltd (FPA) on 1800 860 660 between 8:00am - 4:30pm Melbourne time (Mon-Fri) or email safety@regency-fire.com.au for more information. Consumers can check if the heater is affected by using the search function at <https://www.regency-fire.com.au/Customer-Care/Product-notice>. FPA will arrange for testing and modification. If heating is required before FPA can conduct testing, please use other sources. DO NOT bring outdoor gas appliances indoors. For more information, see safety alert from Energy Safe Victoria at <https://www.esv.vic.gov.au/safety-alerts/gas-open-flued-gas-heaters/>.

See productsafety.gov.au for
Australian product recall information