

# Safety Alert 012

Produced with Gazco Limited



## Title: Gazco Riva2 800 & 1050 Gas Fires – Installation and Servicing issues resulting in Glass Panel Failure

Date issued: 19 July 2013

**Gazco Ltd.**, has become aware of two of incidents where installation and servicing issues have resulted in a delayed cross-lighting within the appliance causing the glass to break. This Safety Alert has been issued to raise awareness of Registered Businesses and Engineers who may encounter unmodified versions of this range of gas fires during the course of their work. This Safety Alert only applies to natural gas versions of these models

### Introduction

Gazco Limited has recently been made aware of two incidents involving Riva2 800 (natural gas) fires, where, although in both cases the products fully complied with all CE requirements, installation and servicing issues resulted in delayed cross-lighting between the pilot and main burner, resulting in the glass panel breaking.

### Hazard

Following the two incidents, Gazco limited have carried out extensive tests and identified that in circumstances where a delayed cross-lighting of the fire arises in excess of 90 seconds, after the gas input has commenced, there is a risk that the glass panel can break. These circumstances are well outside of the CE testing requirements for a 60 second delayed ignition test. Where the appliance performs within the standard there is no risk of the glass breaking.

### Issues

The reasons for the delayed cross-lighting in the two incidents investigated have been due to multiple installation and servicing failures. Gazco wishes to draw attention to these failures, especially as one breakage was on a gas fire installed in a gas fire showroom.

The reasons were:

- a. Low gas operating pressure, below the level required for domestic installations. (On one installation in question the operating pressure at the inlet to the appliance was found to be only 15mbar)
- b. Restricted pilot, resulting in a very low pilot flame
- c. Blocked cross-lighting ports on the burner, these are the five ports nearest the pilot;
- d. The pilot was reversed and pointing in the wrong direction;
- e. Missing screws from the glass frame, which increases the likelihood of the glass breaking as it is essential all screws on the frame are in place to ensure the glass cannot move before the explosion relief flaps have been activated.

Even though all Gazco Limited products conform to all CE requirements, Gazco remains concerned that these installation/servicing issues can, in the case of multiple issues, as outlined above, have the potential to cause the glass to break on the above range of gas fires.

## Modification

Gazco therefore has decided to take the following action:

- i) Gazco is redesigning the explosion relief on new Riva2 800 and 1050 products, so as to be able to withstand a delayed cross-lighting of a duration far in excess of that required by the current standards, and all future production will have this enhancement.
- ii) Gazco has developed a modification to be fitted to all existing Riva2 800 and 1050 models, so that the appliance will determine if there is a delayed cross-lighting and turn the appliance off within 60 seconds, should this situation arise. This is achieved by the addition of a second thermocouple at one end of the main burner.
- iii) Gazco has informed Trading Standards and the Health and Safety Executive (HSE) of their concerns with regard to the European Standards as they are currently drafted, and the future need for these Standards to address the issue of delayed cross-lighting, through potential multiple installation/servicing faults.

## Field modification exercise

Gazco is conducting an exercise involving the modifications of all currently installed Natural Gas models (LPG appliances are not affected) within this range of gas fires, where current installation addresses are known to the manufacturer. The current combined population of these appliances in the UK is 1,119. Already modified appliances can be recognised by the presence of an additional label identifying the appliance as having been modified, which is attached to the appliance data badge, which is located beneath the lower decorative glass trim as indicated in Figure 2 in the “*Riva2 800 & 1050 – Product Safety Inspection Instructions for appliance owners and users (PR1949 Issue 1)*” attached as [Appendix 1](#).

No other models of Gazco gas fires, nor LPG models, are affected by this exercise.

## Action required

Where a Registered Business or engineer encounters a natural gas version of one of these gas fires, while working on the appliance, they are asked to be vigilant in the checking of the 5 items listed as ‘a – e’ in ‘**Issues**’ above. Also, if it is identified, or an engineer becomes aware of any unmodified versions of these gas fires, as can be confirmed by checking the data badge, please contact Gazco Limited (details below) who will then make arrangements for the appliance to be modified. In the mean time, provided all of the checks are confirmed as correct, the appliance can be left operational. Alternatively, if no work is being carried out on the appliance, providing the customer is able to carry out the 3 visual checks, as identified in the ‘Product Safety Inspection instructions’ (see [Appendix 1](#)), again, the appliance can be left operational. The customer should be advised to make contact with Gazco Limited (details below), who will then make arrangements for the appliance to be modified. Should any of the checks fail, unless the faults can be corrected at the time of the visit, the appliance should be dealt with following the guidance as detailed in the ‘Gas Industry Unsafe Situations Procedure’ and made safe until such time as the faults are corrected.

## Riva2 800 & 1050 Product Safety Inspection Instructions

Gazco have produced a document entitled “*Riva2 800 & 1050 – Product Safety Inspection Instructions for appliance owners and users (PR1949 Issue 1)*”- ([copy attached as Appendix 1](#)), which sets out some of the simple tests the owners and end users can carry out on their appliances to ensure they are correctly installed. This should be read in conjunction with this Safety Alert.

**Note:** *These Owner and User instructions do not cover tests which should only be carried out by an appropriately qualified Gas Safe registered engineer, such as checking the gas pressure and ensuring the burner ports are not blocked.*

## Further information

For further details, or to notify details of identified unmodified appliances, please contact: GAZCO Limited, Osprey Road, Sowton Industrial Estate, Exeter, Devon, England, EX2 7JG.

Telephone: (01392) 261905 Fax: (01392) 261951 or email: [Riva2@gazco.com](mailto:Riva2@gazco.com)

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