

Safety Alert 022

Produced with BSH Home Appliances Ltd

Title: Bosch/Neff gas hob product modification

Date issued: 22 February 2017

This Safety Alert provides guidance to Gas Safe Registered businesses/engineers about a product safety concern relating to two models of Bosch and Neff gas hobs.

Introduction

Gas Safe Register has been advised by the manufacturer of a risk resulting from a faulty gas connector affecting two models of Bosch and Neff hobs.

Affected Models

This Safety Alert concerns the following built-in gas hobs sold in the United Kingdom and the Republic of Ireland.

Product	Product Code	Production Period
Bosch built-in gas hob (knobs on the right side)	NGU4151DB	2009-2011
Neff built-in gas hob (knobs on the right side)	T20S31N0	2009-2011



NGU4151DB - Bosch
FD 8901 - 9110



T20S31N0 - Neff
FD 8901 - 9110

BSH Home Appliance Ltd (BSH) has initiated this precautionary measure as, during comprehensive product monitoring and detailed research, BSH identified a potential issue regarding the gas connectors. In particular circumstances the gas connector can crack or break, which could result in an escape of gas.

What do I need to do if I own, use or service one of these hobs?

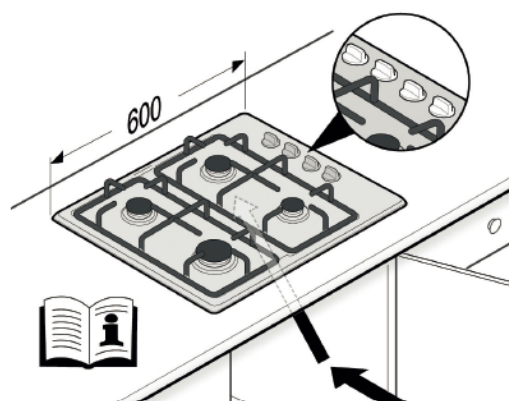
BSH is offering every owner of an affected appliance a free replacement gas connector by an authorized service engineer at the owner's home.

Any customers, gas users or registered businesses who have concerns with regards their Bosch or Neff gas hob should check whether their appliance is affected by this safety campaign.

To check whether your appliance is affected:

Note down the model number (E-Nr) and batch number (FD) on the rating plate on your appliance or original user manual.

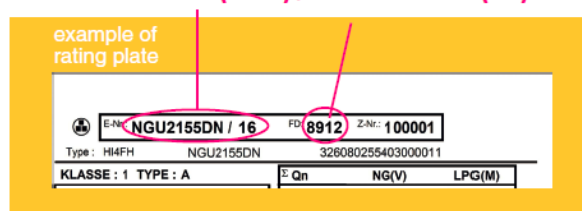
Then check on www.gascookingsafety.com whether your model is affected.



Check underneath of appliance or original user manual.

If further assistance is required then a helpline number has been provided.

Model number (E-Nr.) / Batch number (FD)



To avoid any potential risk until the gas connector has been replaced, owners of an affected appliance should turn off the gas supply to the appliance and no longer use it. If a customer is unsure how to turn off the gas supply to their hob then guidance should be sought from a suitably qualified Gas Safe registered business.

Where a Gas Safe Registered business/engineer encounters one of the affected gas hobs, the current Gas Industry Unsafe Situations Procedure (GIUSP) should be implemented and the appropriate actions and warning notices/labels completed and issued.

Note 1: The GIUSP (TB 001⁽¹⁾) can be viewed at: <https://www.gassaferegister.co.uk/sign-in/> - login and visit the Technical Information area.

Any customers, gas users or registered businesses who have concerns with regards to their BSH hob can contact BSH on telephone number **0800 0287 260**

Bibliography

(1) TB 001 - The Gas Industry Unsafe Situations Procedure

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