

URGENT SAFETY WARNING UPDATE – ACTION REQUIRED

Dear customer,

We wrote to you recently requesting that you supply consumer contact details to us for products we have identified as unsafe, posing a risk of carbon monoxide poisoning.

A number of Belling, Stoves and New World gas range cookers have been found to have a seal fault on the grill cavity which can lead to dangerous levels of carbon monoxide being produced which can lead to injury and death.

Working with the Office for Product Safety and Standards, a modification has been identified which will ensure that there will be no unsafe build-up of carbon monoxide.

We will shortly begin contacting consumers again to book appointments for the modification to be carried out.

We will also be asking them to contact us even if they no longer own the appliance, to help us to trace the new owner.

In addition, we will shortly commence a nationwide print and digital media campaign to highlight the issue to consumers and to advise them of how to contact us to arrange the modification.

We have a detailed plan in place to ensure that we are fully-equipped to service both the expected uplift in consumer contact to our call centre, and the additional demand on our engineer network, and we will be happy to discuss this with you as required.

We have developed a toolkit of materials so you can highlight this serious safety message including digital ads, social media posts and images, website safety notice and consumer email content. Please download this here: [GDHA gas grill assets](#)

Please confirm back to us at the GDHAconsumerdetails@glendimplex.com to let us know that you have updated your website accordingly or that you have displayed in-store. The key message is that customers must get in touch to organise the fix and that the grill door must be open when operating the gas grill, as detailed in the instruction manual.

Thank you for your cooperation in this matter.

Best regards



David Lawson

Manufacturing & Consumer Experience Director, Glen Dimplex Home Appliances.