

Radiant Heater (Red Cowl) Product Recall

Customer information sheet



This recall applies only to the Radiant Heater unit fitted with a red cowl as shown here, manufactured by Electrosound between 9/9/2009 and 18/2/2010 , serial numbers 0936** to 1007**

Similar heaters with a paint-free metal cowl are not subject to this recall.

Dear Customer,

You recently purchased a Radiant Heater from us. It has arisen that there is a problem with this product. When switched on, the unit may burst into flames and must not be used until modified.

The instructions provided with the heater state that the paint on the top of the unit will burn off on first use. Whilst this is true, the instructions did not give an indication of how violent this would be.

The manufacturer (Electrosound) has, therefore, decided to issue a replacement cowl, without paint, which will cure the problem and enhance the safety of the product.

We therefore ask that you remove the existing red cowl by unscrewing the four fixing screws (which should be retained for use in fitting the replacement) and return it to the manufacturers. Upon receipt they will forward a replacement cowl to you for fitting. Keep the heater securely and do not operate it with the cowl removed.

Please note that if you have already run the Radiant Heater according to the instructions and the some of the paint has burned off, you should still exchange the cowl.

The red cowl only should be returned with your name, school address the name of the supplier from whom you purchased the heater to:

**Electrosound,
30, Goulds Farm
Shalford Road
Rayne
Essex
CM77 6DF**

Please send by 2nd class post for which you will be reimbursed.

If you are unsure about changing the cowl yourself or have any other queries about this recall, please call our telephone helpline 01376 340506