

Press release



22 September 2014

PRODUCT RECALL - 6KG CALOR LITE® CYLINDER

Calor Gas Ltd has issued a product recall with immediate effect on all 6kg Calor Lite® cylinders manufactured between 2008-2011 inclusive following concerns regarding the potential deterioration of the cylinder.



A small number of 6kg Calor Lite cylinders have been found to be showing signs of premature internal deterioration which over time could potentially lead to a gas escape. Whilst the risk of this occurring is perceived to be minimal, as a responsible company customer safety is paramount and therefore Calor is undertaking a thorough internal inspection of all such cylinders.

All 6kg Calor Lite cylinders manufactured in 2008, 2009, 2010 or 2011 must be returned to a 6kg Calor Lite retail outlet immediately. Cylinders manufactured outside of this date range are unaffected and safe to use.

Customers can find their closest 6kg Calor Lite retail outlet by using the 'Find A Stockist' facility at www.calor.co.uk/recall. Upon return, the customer will be issued with a full free of charge replacement 6kg Calor Lite cylinder.

Further information can be found at www.calor.co.uk/recall or by calling our dedicated 6kg Calor Lite team on 0800 783 4141.

Calor wishes to thank its affected customers for their co-operation and apologises for any inconvenience caused.

How to identify 6kg Calor Lite cylinders for recall:

The date of manufacture of the cylinder can be found in two places on the cylinder base ring:



In a box adjacent to the words 'Property of Calor Gas Ltd' there are two letters, then two numbers which denote the year of manufacture i.e. 08, 09, 10, or 11, followed by one letter

Cylinders to be recalled are 08, 09, 10, and 11.

Manufacture date of 2010
(i.e. AP 10 B)

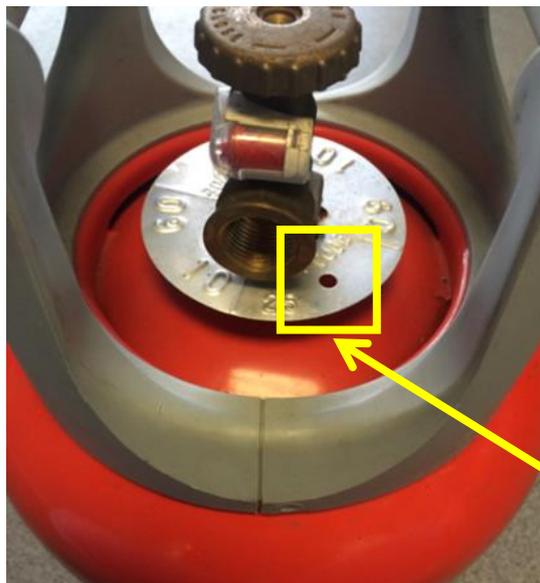


At the very bottom of the base ring the third row of text shows the date of manufacture i.e. 2008, 2009, 2010 or 2011.

Cylinders to be recalled are 2008, 2009, 2010, and 2011.

Manufacture date of 2010 (i.e.
2010/02)

Cylinders already tested and confirmed as safe for use:



Please carefully examine the cylinder tare disc.

Any 6kg Calor Lite cylinder which has already been recalled, tested and confirmed as safe for use will have a small hole (5.5mm diameter) punched into the tare disc.

These cylinders are safe to use.

They do not need to be returned to Calor, even if the date is 2008, 2009, 2010, or 2011.

Hole punched in tare disc indicating cylinder is safe to use

– Ends –

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About Calor

With nearly 80 years' experience in supplying LPG (Liquefied Petroleum Gas), Calor is the market leader in the industry and constantly strives to improve the service provided to customers.

Calor prides itself on its commitment to customer care and its local customer operations centres ensure an unrivalled local service - wherever you live in the UK.

Customers in both rural and urban locations are increasingly able to enjoy the benefits of an alfresco lifestyle, with Calor Patio Gas™ fuelling their barbecues and patio heaters. However, these are but a few of the many applications for LPG available at www.calor.co.uk.

As a final assurance for customers, safety remains the number one priority at Calor. The emphasis placed on the health and safety of employees and customers is of paramount importance and the company has an excellent record to date.

Please visit www.calor.co.uk for more information.