

Safety Alert 022

Produced with BSH Home Appliances Ltd



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 UK 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 Appliances Ltd (BSH) has initiated this precautionary measure because, during comprehensive product monitoring and detailed research, BSH identified a potential issue regarding the gas connectors. In specific 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 authorised service engineer at the owner's home.

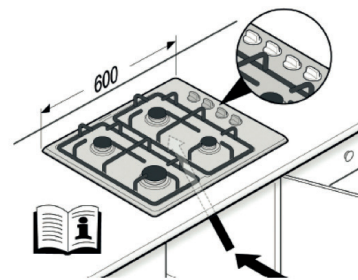
Any customers, gas users or registered businesses who have concerns about Bosch or Neff gas hob should check whether their appliance is affected by this safety campaign.

To check whether your appliance is affected:

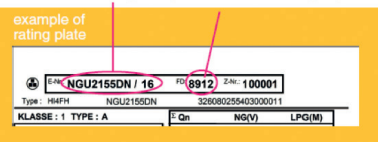
Note down the model number (E-Nr) and batch number (FD) on the rating plate on the appliance or original user manual.

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

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



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



To avoid any potential risk, owners of an affected appliance should turn off the gas supply to the appliance and no longer use it until the gas connector has been replaced. 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 followed, and the appropriate actions and warning notices/labels completed and issued.

Note 1: GIUSP (TB 001)⁽¹⁾ can be viewed by logging into your online account at <https://www.gassaferegister.co.uk/sign-in/>

Any customers, gas users or registered businesses who have concerns about their BSH hob can contact BSH on **0800 0287 260**.

Bibliography

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