



Product Safety Recall



Do you own this product?

Rinnai Australia Pty Ltd — Hotflo gas storage water heater

A mains pressure gas storage water heater of 135 litre storage capacity.

Affected products have a Model Code of GHF4135N and a Production Code within the following ranges:

RLN135WPA221121 257 to RLN135WPA221121 500 and
RLN135WPA221230 001 to RLN135WPA221230 006

Dates sold: 1 February 2023 to 28 June 2023



Why the product is recalled: An internal gas connection may not be adequately secured. This may cause an internal gas leak during operation which will stop the water heater operating. Any subsequent attempts by consumers at re-lighting the burner in accordance with the instructions may result in a flame flash which presents a risk of injury.

Hazard: There is a risk of serious burn injury when a consumer attempts to re-light the product burner.

Identify your water heater's Model Code and Production Code from the data label on the left hand side panel of the product. Visit the website <https://gasstoragecheck.rinnai.com.au/web/hotflogascheck-2023.nsf/Home.xsp> or call Rinnai on 1300 364 559 to check if your water heater is affected and to arrange for an authorised service technician to conduct a free in-home safety check.



If the recalled water heater has stopped operating, consumers must not attempt to re-light the burner until the authorised technician has completed the required safety check. If the burner remains off, the product will be safe.

If the recalled water heater is operating normally, it can continue to be used until the technician attends the property.

It is important consumers register their details via the website for the free in-home check, even if their water heater is operating normally.



For further information, visit the website <https://gasstoragecheck.rinnai.com.au/web/hotflogascheck-2023.nsf/Home.xsp> or call Rinnai on 1300 364 559.

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See productsafety.gov.au for
Australian product recall information