



## FREQUENTLY ASKED QUESTIONS

**1. Is this a recall?**

No, Fireplace Products Australia (FPA) is working in conjunction with Energy Safe Victoria (ESV) to voluntarily inspect and retrofit affected i31 and natural gas F38 and FG38 units.

**2. How do I know if my heater is affected?**

This safety notice applies to all Regency i31 sold between 2010 and 2019, natural gas F38 and FG38 open flue gas heaters sold between 2006 and 2018 and Masport branded F38 and FG38 gas heaters sold between 2003 and 2006.

Please visit [regency-fire.com.au/safety-advisory](http://regency-fire.com.au/safety-advisory) and enter your serial number to find out if you are impacted by this safety advisory.

To locate the serial number of your unit, please follow the instructions provided at the end of this document.

**3. What's the issue with the units?**

Recent testing suggests that, under certain conditions, it may be possible for Regency brand i31, natural gas F38 and FG38 open flue gas heaters to release hazardous levels of carbon monoxide. This risk may be increased if the heater is subjected to certain conditions, including flue blockage, the operation of range hoods and other exhaust fans, a tightly sealed environment and/or if the heater has not been installed or serviced properly. No injuries have been reported and no other products manufactured by FPA are impacted.

**4. I own an i31, F38 or FG38 heater, what should I do?**

Turn off your heater and register it for a free, in-home heater safety inspection and modification performed by a qualified gasfitter. This no cost inspection will test your heater for compliance with Australia's newest gas standards.

**5. How can I register my heater for a free inspection?**

Registration can be completed online at [regency-fire.com.au/safety-advisory](http://regency-fire.com.au/safety-advisory) or by e-mailing your full contact information (name, address, phone and e-mail) and unit serial # to [safety@regency-fire.com.au](mailto:safety@regency-fire.com.au). Registration can also be completed by toll free phone call to 1 800 860 660 (Australia) or 0800 463 414 (New Zealand).

6. **How do I find the serial number of my unit?**

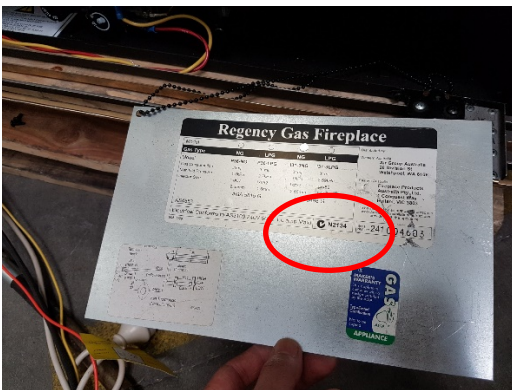
The serial number of the unit can be found on the metal decal attached to the unit. To access the metal decal, first turn off the power to your unit, open the bottom louver on the fireplace (see photos below).



Open bottom louver



Pull metal decal out



Serial number will be located on the bottom right of the decal

**7. What can I expect from FPA after I register my i31 heater for inspection?**

After you register your unit for inspection, you can anticipate the following from FPA:

A FPA representative will contact you within 15 business days to schedule your free, in-home heater safety inspection. FPA is committed to inspecting all impacted units, however it will take time to visit all impacted customers. Thank you for your understanding.

The gas technician will inspect the unit and ensure that it is in proper working order as well as make the required modifications to the unit. The technician will also perform a negative pressure test of the home. Should negative pressure be identified, additional ventilation will be recommended. The technician can advise of what modifications to your home or precautions need to be taken to avoid a negative pressure scenario.

The technician will also test for CO spillage from the unit. If CO has been detected and is as a result of a fault within the unit, a repair will attempt to be completed. If the unit has been proven to be faulty and is not repairable, FPA will compensate you based on the guidelines set forth by Energy Safe Victoria (ESV). If the CO spillage is as a result of negative pressure, additional ventilation will be required to be installed in the home. An estimate for this work will be provided.

If you have any questions or concerns please contact our dedicated customer service team by e-mail at [safety@regency-fire.com.au](mailto:safety@regency-fire.com.au) or toll free at 1 800 860 660 (Australia) or 0800 463 414 (New Zealand)

**8. What will FPA do if carbon monoxide spillage is detected during inspection?**

The technician will also test for CO spillage from the unit. If CO has been detected and is as a result of a fault within the unit, a repair will attempt to be completed. If the unit has been proven to be faulty and is not repairable, FPA will compensate you based on the guidelines set forth by Energy Safe Victoria (ESV). If the CO spillage is as a result of negative pressure, additional ventilation will be required to be installed in the home. An estimate for this work will be provided.

**9. If additional ventilation is required, will FPA pay for those house modifications?**

No, negative pressure testing on installation is a requirement of the standard. FPA is not responsible for ensuring that homes have adequate ventilation and any additional ventilation requirements are the responsibility of the home owner.

**10. I don't want my open flue heater anymore; can I get a refund or a replacement from FPA?**

FPA will attempt to retrofit and repair any unit affected by this safety advisory. Any replacement of serviceable or repairable units will not be covered by FPA. Should the unit not be able to be repaired, home owners will be compensated for their unit in accordance with the reimbursement schedule set forth by ESV.

**11. Where can I find more information about this situation?**

FPA will post pertinent information as updates as they become available online at [regency-fire.com.au/safety-advisory](http://regency-fire.com.au/safety-advisory).

**12. I've been using my Regency gas heater for years and have never had an issue; do I really have to turn it off?**



Out of an abundance of caution, please turn off your i31, F38, or FG38 heater and register it for a free in-home safety inspection. The inspection will test your heater for carbon monoxide spillage and modify the unit to ensure compliance with Australia's newest gas standards.

**13. What is the difference between open flue and room sealed gas heaters?**

Open flue heaters draw air from inside the room to feed the fire, while room sealed heaters draw air from outside to feed the fire. Under certain conditions, it is possible for fire exhaust to leak back into the room via the draught diverter on an open flue heater.

Open flue heaters are safe to use if installed correctly, operating under appropriate conditions according to your owner's manual, and regularly serviced and maintained. However, with the increase of tightly sealed modern homes and more efficient household appliances with stronger exhaust fans, open flue heaters are more vulnerable to negative pressure scenarios.

**14. What is negative pressure?**

Negative pressure occurs when insufficient ventilation exists to replace air drawn from a room causing the pressure in the room to be less than that of the outside atmospheric pressure. Negative pressure is a concern with open flued appliances as air is drawn from the room for the combustion reaction and exhaust gases vented outside the home. Should the pressure within the home be less than the outside pressure, the risk is that the natural draught of the appliance reverses to draw air in from outside and vent exhaust gases into the home.