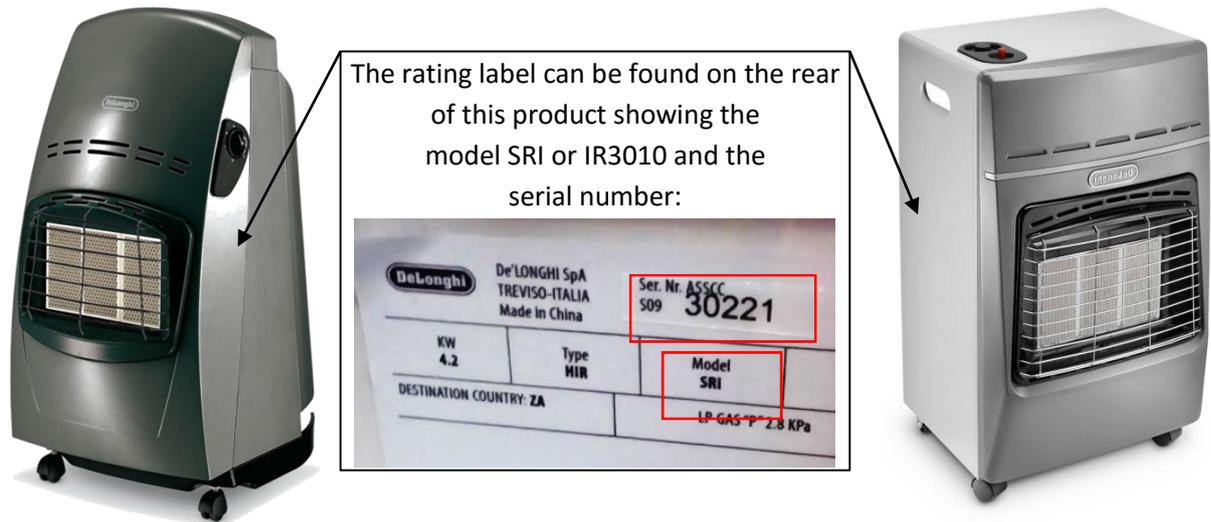


De'Longhi Gas Heater SRI and IR3010 - Consumer/End user FAQ's

1. How do I know/find out if my heater is affected?

Please check and record the serial number, which can be found on the rating label placed on the rear of the product. Please immediately stop using it and close it off at gas bottle tap.



There is the reference code under the word "Model". If it's SRI or IR3010, the model is the one affected.

Then, there is the serial number, just above the model code. The serial number is made of 5 digits, all numbers.

If the serial number is included in the following list, then your unit is affected.

- for SRI model the affected serial numbers are 30321, 30221, 31021, 45022, 50422, 50423, 50923, 51823
 - for IR3010 model, the affected serial numbers are 25220, 31021, 31121, 50723.
2. I have bought recently the unit how can I be sure is not affected?
Please check the model and the serial number of the unit (see point 1).
If the model is the same with added an "EX:1" (e.g. IR3010 EX:1", then the unit is NOT affected.
 3. I no longer want this heater; can I have a new one or a reimbursement?
Just the hose could have a problem: not other parts of gas heater. You will have a new hose installed free of charge by a specialized technician. Then you will be able to use your unit again.
 4. Have there been any reported cases of this so far? If so how many?
De'Longhi has not been reported of incident related to the problem so far.
 5. My gas heater is affected, what do I need to do next?
Please call the share call number **0860 10 55 56** (at the cost of a local call tariff). An operator will register your data in order to arrange a free repair by a specialized technician at your home or at the nearest service centre. The technician will replace the hose and check that there is no gas leakage on the unit.

Otherwise, you may email at gasheater@iccco.co.za, providing your details and a phone number in order to be called back by an operator.

6. My gas heater has been working fine, therefore I don't want to do anything about this- is that okay?

No, the leakage may be minimal but still be present in your product. If the model and serial number are included in those involved in the recall and the hose has not been exchanged yet, you must stop using the product, and close it off at the gas bottle tap.

7. Have the regulatory bodies been notified of this issue?

Of course, this voluntary recall is being conducted in cooperation with the national regulatory body for consumer product safety.

8. Will I incur in any cost for the repair?

No, you won't. Please contact us in order to arrange a free a free repair by a specialized technician at your home or at the nearest service centre.

9. Can I continue to use my heater whilst I am waiting for the replacement part?

No, you must stop using it immediately and close it off at gas bottle tap.

10. I no longer own this product, is there anything I should do?

If you know where the product is, please contact us at email gasheater@iccco.co.za or call the share call number **0860 10 55 56** (at the cost of a local call tariff) at your earliest convenience to provide details of the new owners; we will then contact the new owners to notify them of this recall.

If you have disposed of the heater, please email gasheater@iccco.co.za or call the shared call number **0860 10 55 56** (at the cost of a local call tariff) at your earliest convenience to inform about the scrapping.

11. Are any other models affected?

No, only models SRI and IR3010 are affected.

12. I can't remember when I purchased my gas heater, is this important?

No, it's not important.