

Safety Alert 027

Produced with Whirlpool Corporation

Title: Product safety campaign for Whirlpool AKM 274/IX gas hob

Date issued: 9 May 2018

This Safety Alert provides guidance to Gas Safe Registered businesses/engineers about a product safety concern relating to a Whirlpool AKM 274/IX gas hob.

Introduction

Gas Safe Register has been advised by the manufacturer of a risk resulting from the wrong type of injector fitted to the front left burner on AKM 274/IX gas hob.

Whirlpool launched a product safety campaign on 25 April 2018 to rectify a small number of gas hob appliances sold in the UK.

This affects Whirlpool branded stainless steel, built-in gas hobs with the model number AKM 274/IX. The affected appliances were manufactured between September 2014 and March 2016.

Safety Concern



Due to a technical issue in manufacturing, these appliances were produced with the wrong type of gas injector in the front left corner. The front left burner may emit levels of carbon monoxide above EU standards which, in very rare usage conditions, could present a risk of adverse health effects through inhalation. There have been no reported incidents involving these products. Investigations have confirmed that the issue does not present a risk of fire or explosion.

What do I need to do if I own, use or service one of these hobs?

Whirlpool apologises for any inconvenience caused and is currently contacting all consumers directly who have registered their ownership of these products to inform them of this product safety campaign.

Consumers who own this appliance should contact Whirlpool's customer care team on 0800 316 3885 to check if the model number (and serial number) of their appliance is involved in this product safety campaign or visit:

<https://www.whirlpoolservice.co.uk/safety-notice>

Consumers can select a convenient time for an engineer to visit their home free-of-charge.

As a precautionary measure, consumers who own these products are advised **not to use the burner in the front left corner until it has been modified** by a Whirlpool engineer.

All other burners are unaffected and may continue to be used as normal in the meantime.

Further Information

A total of 5,134 affected units were sold in the UK.

The model AKM 274/IX gas hob was discontinued in 2016 as part of the standard process of product evolution.

Any model already converted to LPG gas is not affected and gas hobs of this model produced before September 2014 are not involved.

Consumers can locate their model number either from their instruction manual or, if they have access, it will be visible on the rating plate located underneath the hob.

If they do not have access then consumers should firstly check if it is stainless steel material and 60cm wide with four gas burners. It will also have controls on the right hand side, cast iron pan supports, and a black ignition button in the bottom right corner. Also the Whirlpool logo will be embossed (slightly raised) in the bottom right corner by the control knobs. If their hob matches this description then consumers should contact Whirlpool's Customer Care Team.

-o0o-