

# Gas Safety Alert

**Do you have one of the following gas log fires:  
Regency (model I31 or F38/FG38 – previously supplied by Masport), a Real Flame Pyrotech (manufactured from 2012) or a Nectre 2000 (manufactured from 2007)?**

People with these gas log fires in their homes need to contact the supplier Glen Dimplex Australia at [productservice@realflame.com.au](mailto:productservice@realflame.com.au) or on 1300 014 389. Laboratory tests show that under certain circumstances these heaters produce too much carbon monoxide.

If your heater is affected it will need modification to prevent the possibility of carbon monoxide poisoning.

## What do I do?

If you have the **Regency** gas log fire model **I31** or **F38/FG38** (previously supplied by **Masport** prior to 2006), contact the supplier **Fireplace Products Australia (FPA)** at [safety@regency-fire.com.au](mailto:safety@regency-fire.com.au) or on **1800 860 660**.

If you have a **Real Flame Pyrotech** (manufactured from 2012) or **Nectre 2000** (manufactured from 2007) gas log fire, contact the supplier **Glen Dimplex Australia** at [productservice@realflame.com.au](mailto:productservice@realflame.com.au) or on **1300 014 389**.

If you have one of these heaters do not use it until it can be tested by a qualified gasfitter. If heating is required, please use other sources. **DO NOT** bring outdoor gas appliances inside.

## What happens next?

The manufacturer will organise a qualified gasfitter to carry out a safety check on your heater and will meet the costs of the modification if it is required. There may be some costs to you if poor maintenance or other issues unrelated to the modification are present.

If the heater is spilling dangerous amounts of carbon monoxide or other exhaust gasses, it may have to be cut off until it can be repaired or replaced.

## Need to know more?

Further information is available at [www.esv.vic.gov.au](http://www.esv.vic.gov.au)

