

Safety Bulletin 02 of 2025

Safety Alert: Morco open-flued water heater

The Health and Safety Inspectorate (HSI) wishes to inform local gas engineers, businesses and the public about a Safety Alert issued by Gas Safe Register in relation to four gas-fired open-flued water heaters commonly used in boats, static or mobile caravans and mobile catering vehicles.

Affected appliances

- Morco EUP6
- Morco EUP11
- Morco Primo 6 (MP6)
- Morco Primo 11 (MP11)

All products came to market between 2018 and 2023. No other Morco products are affected by this issue.

Hazard

Potential fire risk due to ignition of unintentional release of unburnt gas.

Actions to take

Checks or testing of appliances can only be conducted by suitably trained and competent Gas Safe registered engineers with the appropriate credentials on their cards / register entries (e.g. Caravan / LAV (Leisure Accommodation Vehicle) / RPH (Residential Park Home) or Boats).

Gas Safe Registered Engineers: If you encounter one of these products, including those which have had a previous safety upgrade, the appliance should be deemed 'At Risk' and isolated from the gas supply in accordance with IGEMG/11, the Gas Industry Unsafe Situations Procedure.

If you are made aware of a potential 'At Risk' appliance and you are not on site, you should advise customers to stop using the appliance immediately and to isolate the gas supply at the nearest isolation valve.

Members of the public: You can isolate an appliance as this does not require training or Gas Safe registration.

However, please contact Morco Products Ltd in the first instance on +44 01482 386586 or via email at gaswaterheaters@morcoproducts.co.uk so they can discuss next steps.

If you engage a gas engineer to conduct any remedial work, you should check they are on the [Gas Safe Register](#) and have the appropriate credentials.

Full details of the [Safety Alert](#), including pictures of the affected appliances are available.