

# Important Bulletin



## Required regular safety checks on Elson Coral E hot water thermal stores

9<sup>th</sup> February 2018

It has come to our attention that installed Elson Coral E hot water thermal stores are not being annually serviced, which is required by the Servicing Instructions supplied with units, and noted on our website.

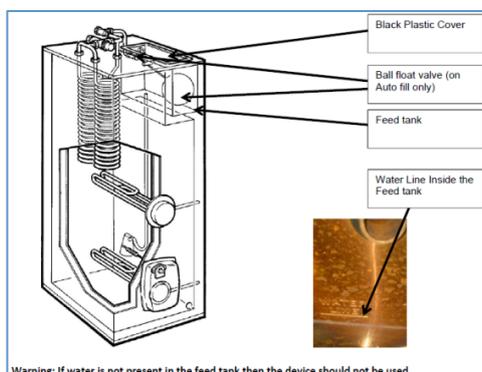
In the wake of Grenfell and other incidents, as a responsible manufacturer, we require that appliances be regularly serviced and maintained, to ensure that products are working safely.

The Elson guidelines are in line with the Hot Water Association (<https://hotwater.org.uk>) website which states that electrical installation of water heating products **MUST** fully comply with IEE regulations, and be properly maintained, with particular regard to regular checking of electrical connections as part of any maintenance regime, checking that thermal cut-outs are in place and operational, and taking preventative actions to maintain product safety and reliability.

Therefore you must ensure that:

1. An annual 'health check' is conducted by a qualified engineer, to make sure the unit is safe and fit for purpose, in line with guidelines at <http://www.elsonhotwater.co.uk/html/maintenance.htm> . If a 'health check' has not been carried out in the last 12 months, we strongly recommend that one is carried out as soon as possible.
2. The immersion heaters are annually checked and connected using a minimum of 180°C heat resistant silicon sheathed flexible cord 2.5 mm, as per current IEE guidelines.
3. The water level is checked every two months to make sure it is on, or just above, the 'WATERLINE', which is clearly marked on the side of the feed tank (see diagram below), to ensure the element will not run in dry air and overheat. The thermal store can either be topped up via a ball float valve on automatic fill products, or manually through an isolation valve on manual fill products. If you require any assistance with checking the water level, please contact Aftersales Customer Support on 01603 420100. **WARNING: If the water level is not maintained, this could lead to damage to the unit and may pose a serious health and safety risk.**

The Elson Coral E hot water thermal stores are safe to use and reliable provided proper maintenance is carried out in accordance with the information above.



More information can be found in Section 6 SERVICING of the installation manual on the Elson website:

[www.elsonhotwater.co.uk/html/maintenance.htm](http://www.elsonhotwater.co.uk/html/maintenance.htm)

If an inspection of the Coral E reveals the condition of the appliance or its safe operation are compromised due to a lack of maintenance and any resulting deterioration, the unit can be replaced with an Elson Coral Aquanox. Please call us at 01603 420100 for an informal discussion.