



## Press Release

### PRODUCT RECALL – CALOR 4.5KG BUTANE CYLINDER

Calor Gas Ltd has issued a product recall with immediate effect on a limited number of Calor 4.5kg Butane cylinders.

The recall relates only to those cylinders with a Next Test code of 33 and 34 and fitted with a TPA valve manufactured in 2017.

Instructions for locating these test codes and dates are provided in this release.



A small number of affected Calor 4.5kg Butane cylinders were found to release gas from the valve when it was in the open position and connected to the customer's appliance / regulator. As safety is of paramount importance, Calor is undertaking a recall of all 4.5kg Butane cylinders fitted with the affected valve to ensure they are removed from circulation.

If a release of gas is detected whilst the cylinder is in use, the valve should be closed, the cylinder disconnected from the appliance / regulator and the cap fitted to the valve outlet.

**If the cylinder is not in use and the valve is closed, there can be no release of gas.**

Any cylinders that do not have Next Test codes of 33 and 34 or are fitted with a TPA valve with a year of manufacture other than 2017 or which have a valve from another manufacturer **are not** affected by this recall.

Customers can visit [www.calor.co.uk/recall](http://www.calor.co.uk/recall) to follow instructions on how to check if their 4.5kg Butane cylinder is affected by this recall and if it is, how to return it to one of Calor's selected recall outlets. A simple 3 step guide on how to identify affected cylinders is also set out at the end of this release.

Upon return of a cylinder affected by this recall, customers will be issued with a full free of charge replacement Calor 4.5kg Butane cylinder where stock is available. Where no stock is available, customers will be offered a cylinder voucher to redeem at a later stage at participating Calor outlets, or a refund.

Further information can be found at [www.calor.co.uk/recall](http://www.calor.co.uk/recall) or by calling our dedicated Calor team on 0800 181 4522.

Calor wishes to thank its impacted customers for their co-operation and apologises for any inconvenience caused.

## HOW TO IDENTIFY A CALOR 4.5KG BUTANE CYLINDER FOR RECALL

Please carefully examine the metal Tare Disc located underneath the cylinder valve and read the Next Test code:



**STEP 1** The NEXT TEST code is a combination of letters and two numbers. If the test code consists of numbers 33 or 34 the valve manufacture needs to be checked. GO TO STEP 2

**This example shows a Next Test code of 33  
i.e. ST 33**

The affected valves can be identified by the TPA marking on the handwheel, and then by checking the manufacture date on the side of the valve body.



**STEP 2** If the cylinder valve handwheel has a TPA mark then the date of manufacture needs to be checked. GO TO STEP 3

**If there is no TPA marking on the valve, then this cylinder is not affected by the recall.**



**STEP 3** Carefully examine the side of the valve body. The manufacture date (YY-MM) can be located at the base of the valve on the flat. If this is 17-06 or 17-12 then the cylinder is to be recalled.

**If the Manufacture date is not 2017 then this cylinder is not affected by the recall.**

– Ends –

**For further press information please contact:**

calorpressoffice@grayling.co.uk

Or:

Andy Parker

[aparker@calor.co.uk](mailto:aparker@calor.co.uk)

Calor Gas Corporate Affairs

## About Calor

**Calor is the UK's leading supplier of liquefied petroleum gas (LPG) with over 85 years of experience. The company provides LPG to the leisure market and to some of the two million homes and 350,000 commercial premises located off the mains gas grid, distributed via the UK's largest LPG delivery fleet.**

**Calor also provides BiolPG, a renewable off-grid gas solution, to homes and businesses across the country.**