



# Technical Newsletter

Issue TN24.05 Dec 2024



## Technical Newsletter Contents

### ECP Updates

None

### Technical Bulletins

TB 24.05 Morco open flued water heaters –  
Important Safety Warning – Do Not Use  
notification on listed models

### Technical Manager's case file

None

### Quality Assurance Activities

None

## Technical Bulletins

### TB 24.05 Morco open flued water heaters – **Important Safety Warning**

**BSS Check(s)** 7.12.2R, 8.8.1R and 8.10.1-4

#### Reasons for inclusion

Morco has issued a '**Do Not Use**' important safety warning notice for affected models of water heater and it replaces, updates and escalates the Morco position since the earlier spring/summer announcement from Morco promoting a safety upgrade (see July BSS Technical Newsletter 24.03).

Anyone who has an installed gas water heater that appears in the list of models below, **including those that have already had the safety upgrade**, should **contact Morco immediately** so that the company can verify the model and if appropriate, **arrange a refund**, or so that the boat owner can **register for a free replacement product** when one becomes available.

As it concerns your personal safety and that of your customers, you must be vigilant in identifying and taking appropriate action concerning those specific models of Morco open-flued LPG water heaters listed.

The BSS is supporting Morco, with its on-going campaign to find affected models and persuade owners to stop using these appliances immediately and to isolate the gas supply.

A BSS news release has been issued [[LINK](#)]. The BSS has produced a briefing for boat owners based on this Technical Bulletin.

It includes the Morco information on identifying affected appliances together with additional information on how this matter may affect BSS Examinations for a boat with one of the affected water heaters installed [[LINK](#)]. The Morco website Important Safety Warning information page is here [[LINK](#)]

#### Description / scenario

Morco has identified a potential fire risk on their Primo 6 (MP6), Primo 11 (MP11), EUP6 and EUP11 LPG open flued water heaters. The affected appliances were sold between 2018 and 2023.

It is estimated that there could be several hundred affected appliances on boats subject to BSS Examinations. Note that Primo models are also marked with the name Innovita (see images in Photos and Figures below). The **EUP11RS is not an affected model**.

The risk concerns of gas leaking, however despite Morco commissioning extensive independent investigations including by test-houses and forensic expertise, the cause has not yet been identified.

Therefore, anyone who has one of the affected gas water heaters installed, **including those that have already had the safety upgrade**, must stop using the water heater immediately and isolate the gas supply to the appliance. Customers should then be guided to contact Morco to enable the company to verify the model, and if appropriate, either '**arrange a refund, or register for a free replacement product when one becomes available**'.

We are asking your help as a BSS Examiner to:

- a) promote the Morco campaign to customers who have one of the affected appliances; **and**,
- b) take appropriate actions below, should you find one of the listed models when you are conducting a BSS Examination, **or** identify one of the appliances installed in a boat, prior to its BSS Examination.

## Implications for BSS Examinations

The following takes account of the possible relevant scenarios to be encountered by BSS Examiners and the necessary sequential actions:

- a) It is best if you can identify the model of any Morco open-flued LPG water heater in your initial dealings with your customers

If the owner confirms that their boat has a Morco or Innovita badged water heater, do your best to establish through the owner, which model it is and if it is one from the list.

See section a) in Photos and Figures below for general images of the models concerned and section b) for information about how to establish the model number of listed appliances.

If you establish that the water heater is on the Morco list, take these steps

1. Excuse yourself from undertaking an Examination until the appliance is confirmed with Morco as being one of the affected models and then uninstalled and removed from the boat, or fully disconnected from the system with the supply line removed and suitably capped-off (consider including this point in your written pre-Examination agreement)
  2. Guide your customer to follow the Morco advice to stop using the appliance and isolate the gas supply to it immediately and contact Morco straightaway using the link to the contact form on its **Important Safety Warning** web page <https://morcoproducts.co.uk/important-water-heater-safety-warning/> or call **01482 325456** or email [gaswaterheaters@morcoproducts.co.uk](mailto:gaswaterheaters@morcoproducts.co.uk) .
  3. Record the discussion and/or email / text / WhatsApp in your pre-Examination or Examination records, if not already set out in your pre-Examination agreement
  4. Ask the owner if you can pass on their contact details to the BSS Office
  5. Contact the BSS Office to advise the Scheme of the installation
- b) If you arrive at the boat to carry out a BSS Examination, and during your initial walk-through you **find a commissioned and connected water heater confirmed with Morco as being on the affected list,**
- **terminate your Examination immediately,**
  - and follow steps 1-5 above
- c) If you arrive at the boat to carry out a BSS Examination and find a de-commissioned, or non-commissioned and unconnected water heater confirmed and being on the affected list, during your Examination of the boat, continue the Examination and follow steps 2-5 above. Also please add an Additional Observation (AO) comment to your report with the following text

This boat's non-commissioned Morco water heater has been identified as potentially being an appliance subject of Morco's '**Do Not Use**' Important Safety Warning. Do not connect this appliance to the gas supply. Please go to the Morco information web page <https://morcoproducts.co.uk/important-water-heater-safety-warning/> and use the contact form or call 01482 325456 or email [gaswaterheaters@morcoproducts.co.uk](mailto:gaswaterheaters@morcoproducts.co.uk)

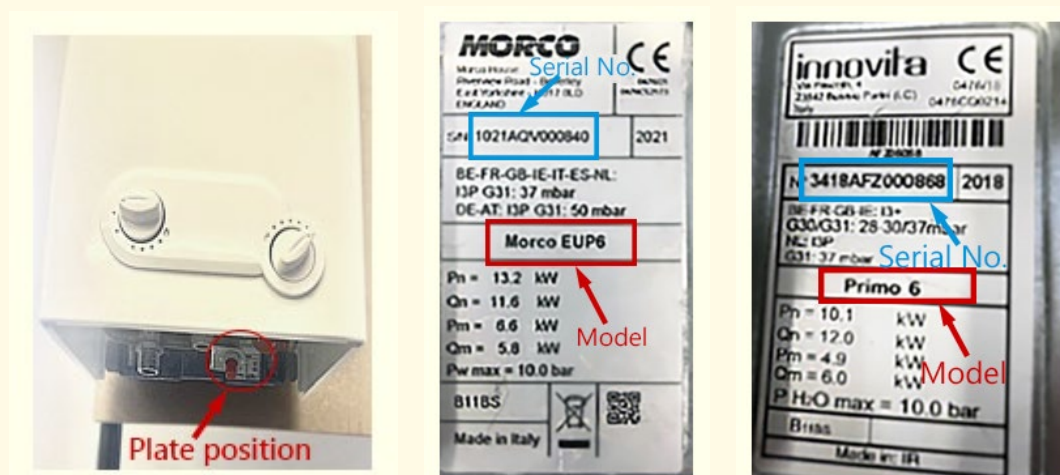
Ensure your customer has a copy of the BSS Examination Report (BSSER) including this comment as soon as possible. This is for your protection, as well as their safety.

## Photos and figures



These are the front face images of the affected models provided to the BSS by Morco. You can note some of the models have additional branding of Primo and Innovita.

The water heater's data plate indicates the model, serial number and year the appliance was made. If you look underneath the appliance, you should be able to see this data plate at the bottom of the appliance on the right-hand side of the back plate. See the image below.



On the right of the images above are two examples of data plates on the affected water heaters. The model number is highlighted in red. The serial number is in the blue box. The year built is immediately right of the serial number.