

Morco's 'Important Safety Warning' concerning specific open-flued water heater models



Boat Safety Scheme briefing for boat owners

December 2024

This matter concerns your personal safety and that of the boat crew and anyone in the immediate area of the boat due to a potential gas leak from specific models and years of manufacture of Morco LPG water heaters. Morco is stating that **the specific appliances listed on its website should not be used with immediate effect, and the gas supply to such appliances isolated.**

This safety warning notice applies to **all** the affected appliances on the Morco list, **including any that have had an upgrade.**

This latest safety warning from Morco (Dec 2024) replaces, updates and escalates its alert advice from earlier this year concerning specific models of its open-flued water heaters.



Water Heater Notice Not To Use

!!URGENT ATTENTION REQUIRED!!

This affects Primo 6 (MP6), Primo 11 (MP11),
EUP6 and EUP11 water heaters.

Please stop using the water heater
immediately and isolate the gas supply to the appliance.



Click here for more information

Morco's concern is that the water heaters can potentially leak unburnt gas that could cause fires or explosions, that may result in burns and injuries.

It is offering to **arrange a refund** for affected people, or owners can **register for a free replacement product** when one becomes available.

This briefing for boat owners is part of the BSS support for Morco's safety campaign to find affected models and publicise its safety warning notice to stop using the appliances.

The Morco safety warning notice campaign web page is here [[Link](#)]

What's happened

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 the images on page 2).

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Identifying affected models



These are the front face images of the affected Morco models, some have additional model labels including Innovita and Primo.

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.



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.

➤ Next page: - Implications for BSS Examinations

Implications for BSS Examinations

If you are planning to arrange a BSS Examination soon and you have a Morco water heater installed on your boat, please read this section very carefully as it sets out what you should expect to happen, and you can make relevant plans.

We are asking BSS Examiners to

- ...promote the new Morco **Notice Not To Use** campaign to customers who have one of the affected appliances; and
- ...take appropriate actions below to keep themselves, and their customer safe, should they either, find one of the listed appliances during a BSS Examination, or learn during a pre-Examination discussion that there is a listed appliance installed on the boat.

The following information considers the possible scenarios that may happen when a BSS Examination is arranged and undertaken.

- a) In arranging a BSS Examination, a BSS Examiner is instructed to ask their potential customer for the identity of the model of any Morco open-flued LPG water heater on the boat. So, if you can, please check out any details ahead of contacting your chosen Examiner.

If the model is identified as one of the affected water heaters from the Morco list, the Examiner will be unable to undertake the examination. The Examiner will urge you **to stop using the water heater immediately and isolate the gas supply to the appliance** and contact Morco to verify the model and, if appropriate, seek a refund or register for a replacement model when available.

The Examiner will also report the presence of the appliance to the BSS Office and ask if they can pass on your contact details to the BSS team.

The Examiner will note the discussion and/or email/text/whatsapp message in their records.

- b) If the Examiner arrives at your boat to carry out an Examination and finds [and Morco confirms] one of the listed appliances aboard connected to the gas supply system, they have been instructed to: -

1. **terminate the BSS Examination immediately**
2. guide you to follow Morco's **Important Safety Warning** instructions to **immediately stop using the appliance and isolate the gas supply to it,**
3. guide you to contact Morco straightaway.
4. ask your permission to share your contact details with the BSS Office
5. report their findings to the BSS Office.

- c) Should the Examiner arrive at the boat to carry out a BSS Examination and finds a de-commissioned, or non-commissioned and unconnected water heater confirmed as being on the Morco list, during the Examination of the boat, they can continue the Examination.

They will follow steps 1-5 above and 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

You should be provided with the BSS Examiner's report (BSSER) including these comments as soon as possible after the BSS Examination.