



The Social Housing Safety Network Scotland

E-bulletin

PRODUCT RECALL:

Ideal Heating Logic 2 Combi & System Boiler Range (2401 - 0138)

We wanted to bring you this important PRODUCT RECALL information relating to Gas Boilers. **You need to take action** to identify whether you have any of the boilers included in the recall, in your properties - they may affect the safety of your tenants.

FULL DETAILS CAN BE FOUND [HERE](#)

PRODUCT DESCRIPTION:

White domestic combi boiler with brand “Ideal” printed.

The recall applies to all production of these models with a production date of prior to the 8th of January 2024.

RISK DESCRIPTION:

The product presents a risk of fire due to the dry operation, meaning the boiler lights gas but the heat generated does not cool it.

There have been three incidents of boilers that have been able to continue to operate when the boiler heat exchanger has been full of air at a low pressure. This has allowed the heat exchanger and associated plastic components to be subject to significant heat allowing the plastic to flash to flame and result in fire outside of the appliance.

There has also been a report of a customer having to extinguish flames.

ACTION REQUIRED:

Identify if you have any of the affected boilers in your housing stock (listed at the end of this bulletin).

Speak to your appointed, competent Gas Safe Registered contractor to understand what they know and how they can assist you.

(Contractors are best placed within the industry to work with manufacturers, suppliers and their own clients to effect remediation as swiftly as is possible at this time).

Register the boilers, including all information, with the manufacturer.

Immediate action - determine with your contractor what immediate action you will take to mitigate any potential risks.

Develop an action plan and timetable to ensure that rectification / modification takes place by authorised gas safety contractors.

Consider how you will advise any tenants who may be affected and what action you/your contractor will take to support them.

(It is noted that the safety notice suggests that customers carry out some checks and re-pressurise the boiler themselves. This could be worrying for some tenants or even beyond their own capacity/capability to do so).

NOTE:

Ideal has launched a modification programme to address the safety risk and has advised that customers can continue to use their boiler which should be re-pressurised to 1.5 bar.

Instructions on how to do this can be found on the Ideal safety notice at the following link:

<https://idealheating.com/blog/important-customer-safety-notice>

NOTIFY THE SCOTTISH HOUSING REGULATOR (SHR):

We spoke with the Scottish Housing Regulator and they confirmed that, should an organisation have the affected boilers its' stock; then this should be registered as a 'notifiable event' with them. Although this is an 'unusual event', it is nonetheless **a notifiable event**; this is based on the information contained within SHR statutory guidance page. The SHR Notifiable Events information, states;

'An RSL must tell us about any material, significant or **exceptional issue**, event, or change within its organisation and how it intends to deal with it, or where appropriate provide us with a reasonably detailed explanation as to why a significant change has been implemented'.

The SHR goes on to state that, 'As a general guideline, notifiable events are those that **may** (this bullet extracted):

- ♦ ***seriously affect the interests and safety of tenants, people who are homeless or other service users***

Further, Appendix 1 under 'Performance and service delivery issues' also references:

'Any incident involving the Health & Safety Executive or a serious threat to tenant safety; or where a regulatory or statutory authority, or insurance provider, has advised the RSL of concerns for example the Fire Brigade, etc'

ACTION PLAN

When you contact the SHR, have a plan of action of how you are going to deal with the modifications (which may be in the longer term) and in the short term what risk-mitigation measures you will implement to ensure the safety of your tenants and residents and others who may be affected.

CAN WE HELP?

We know this is a stressful time and action will be required - if you think we can help anyway, or you would just like to chat through ideas - please do get in touch.

Send us an email with your contact details, and we'll give you a call back:

network@scotlandsafetynetwork.scot

Download the full information bulletin, which includes photographs of the affected boilers: [HERE](#):

Ideal Heating Logic 2 Combi & System Boiler Range	
Aspect	Details
Images	Images attached below
PSD Number	2401-0138
Product Type	Gas appliances and components – Domestic Gas Boiler
Product Identifiers	228307 - IDEAL LOGIC COMBI2 C24 BOILER 228308 - IDEAL LOGIC COMBI2 C30 BOILER 228309 - IDEAL LOGIC COMBI2 C35 BOILER 228352 - IDEAL LOGIC SYSTEM2 S15 BOILER 228353 - IDEAL LOGIC SYSTEM2 S18 BOILER 228354 - IDEAL LOGIC SYSTEM2 S24 BOILER 228355 - IDEAL LOGIC SYSTEM2 S30 BOILER 228334 - IDEAL LOGIC MAX COMBI2 C24 BOILER 228335 - IDEAL LOGIC MAX COMBI2 C30 BOILER 228336 - IDEAL LOGIC MAX COMBI2 C35 BOILER 228376 - IDEAL LOGIC MAX SYSTEM2 S15 BOILER 228377 - IDEAL LOGIC MAX SYSTEM2 S18 BOILER 228378 - IDEAL LOGIC MAX SYSTEM2 S24 BOILER 228379 - IDEAL LOGIC MAX SYSTEM2 S30 BOILER 228329 - IDEAL LOGIC+ COMBI2 C24 BOILER 228330 - IDEAL LOGIC+ COMBI2 C30 BOILER 228331 - IDEAL LOGIC+ COMBI2 C35 BOILER 228368 - IDEAL LOGIC+ SYSTEM2 S15 BOILER 228369 - IDEAL LOGIC+ SYSTEM2 S18 BOILER 228370 - IDEAL LOGIC+ SYSTEM2 S24 BOILER 228371 - IDEAL LOGIC+ SYSTEM2 S30 BOILER 228316 - IDEAL INDEPENDENT COMBI2 C24 BOILER 228317 - IDEAL INDEPENDENT COMBI2 C30 BOILER 228318 - IDEAL INDEPENDENT COMBI2 C35 BOILER 28384 - KESTON SYSTEM2 S30 BOILER 228344 - KESTON COMBI2 C30 BOILER 228345 - KESTON COMBI2 C35 BOILER 228319 - I MINI2 C24 BOILER 228320 - I MINI2 C30 BOILER 229983 - I MINI2 C35 BOILER The recall applies to all production of these models with a production date of prior to the 8th of January 2024.
Product Description	White domestic combi boiler with brand "Ideal" printed
Country of Origin	United Kingdom
Counterfeit	No
Risk Type	Fire