

Our Reference: Cir 2018-05

Date: 24 September 2018

To: Registered Suppliers of electric storage water heaters and Conformity Assessment Bodies

Subject: Essential information to be included in the Instruction/User manuals for storage water heaters

Dear Registered Suppliers,

We refer to an incident on 30th September 2017 involving the explosion of a storage water heater. Investigations indicated that a contributing factor to the incident was the lack of/ improper maintenance of the appliance. Hence, we are seeking to create greater awareness amongst consumers on the safe and proper usage of storage water heaters, and would like you to update the instruction/user manuals of your registered storage water heaters, to ensure the following essential information is included:

For consumers

- 1) Operating instructions
- 2) Parts identification – indicating critical safety components such as the thermostat, pressure relief valve, etc.), and advice to consumers on how to identify them
- 3) Safety precautions/tips
- 4) General maintenance instructions - to include how to check the functionality of safety features such as the pressure relief valve, and good practices to check for and minimise wear and tear
- 5) Troubleshooting guide, e.g. how to look out for signs of malfunction, and include appropriate warnings to stop using the appliance, and seek out qualified service technicians to rectify potential issues
- 6) Advice to consumers to have the storage water heater serviced periodically by a qualified service technician

For authorised installers

- 1) Installation instructions:
 - a. Appropriate storage tank location, and secure mounting
 - b. Electrical connections– connections should account for electrical safety, and prevent short circuit/ electrocution
 - c. Piping connections – connections should account for potential pressure build ups and possibility of leakage/ corrosion
 - d. Pressure relief valve connection

Warning note

- 1) To warn the consumer that the storage water heater should only be repaired/serviced by a qualified service technician
- 2) To warn the consumer that the storage water heater should only be operated with all the safety devices fitted and functioning

The requirement to include the above essential information into the instruction/user manual shall apply to all new registration and renewal of registration of electric storage water heaters on and after 23 March 2019.

We would also like to seek your help to keep Enterprise Singapore informed of the following:

- 1) Reported safety related incidents involving storage water heater; and
- 2) Reports of improper maintenance/ servicing having been conducted, e.g. situations, such as during service calls, whereby there were cases of missing safety devices mentioned

Thank you for your co-operation

Yours sincerely,
Mr Andrew Yap
Deputy Director
for the Safety Authority
(This is computer generated, no signature is required)