



PRODUCT RECALLS

Product Safety Information Notice on Chewbay Ltd T/A Joule Ireland ModulAir Heat Pump System

📅 APRIL 15, 2025

A safety issue has been identified with Chewbay Ltd T/A Joule Ireland ModulAir Heat Pump System.



Joule Ireland has identified situations where electrical component connections in the ModulAir Heat Pump can overheat, melt and breakdown. This may generate smoke and fumes. This also presents a risk of burns or fire if contact is made with flammable materials inside the unit.

The brand is ModulAir by Joule. The product number is HHH-AEHP-00001.

There are approximately 4,000 affected products in the Republic of Ireland.

What to do:

If you smell smoke or fumes coming from the unit, please isolate the unit, using the local isolator (see image below of some examples typically used)

Please turn the isolator switch to the “off” position

Please contact Joule on 01 5392427 before turning the unit back on.



Examples of types of Isolators used during installation.

(One of these will be positioned beside the unit)

Joule Ireland has contacted consumers to arrange for an engineer to visit their homes and carry out remedial works.

If you have not been contacted by Joule Ireland, or have further queries then you should contact Joule Ireland at 01 5392427 or modulair@joule.ie. All communication should reference ModulAir Upgrade.