



# PRODUCT RECALLS

## Product Safety Information Notice on Chewbay Ltd T/A Joule Ireland Proboost Cold Water Storage Tank

📅 APRIL 15, 2025

A safety issue has been identified within the control box of the Proboost Cold Water Storage Tank from Chewbay Ltd T/A Joule Ireland.



Joule Ireland has identified a risk of the capacitor component within the control box overheating. This could result in damage to the part and to the control box which could generate smoke and fumes. This also presents a risk of fire and burns if flammable materials are stored near the unit.

The brand is Proboost by Joule. The product numbers are OPB-0340-00SVS and OPB-0540-00SVS.

There are approximately 647 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 [Proboost@joule.ie](mailto:Proboost@joule.ie). All communication should reference Proboost Upgrade.