



PRODUCT RECALLS

Product Safety Information Notice on Keston boilers sold by Ideal Boilers LTD

📅 APRIL 12, 2024

A safety issue has been identified with Keston boilers sold by Ideal Boilers LTD.



The product presents a risk of fire and explosion. If an excessive volume of air becomes trapped inside the boiler in a fault condition, it could cause the boiler to overheat and fail. This can result in fire or explosion, burns or fatality.

The brand is Keston. The models are Combi2 and System2. The serial numbers range from 22834400000001 – 22834400000503 for Combi2. The serial numbers range from 22838400000001 – 22838400000508 for System2. The batch numbers and barcodes are unknown.

There are approximately 3 affected products in the Republic of Ireland.

What to do:

The Registered Gas Installers (RGIs) carrying out the repairs on these products are Burnwell Gas and Conor O'Neill Gas & Oil Services.

The RGIs have been notified about the safety issue and will repair the boilers free of charge.

Please see the Ideal Heating Safety Notice [🔗 here](#) or visit the Ideal Support page [🔗 here](#) for further information on this boiler safety upgrade. Alternatively, you can email customer@idealsupport.co.uk or call, free of charge, on +44 0808 175 9173.