



PRODUCT RECALLS

Product Safety Information Notice on Tucson 5m, 6m and 8m circulating pumps

📅 OCTOBER 6, 2025

A safety issue has been identified with Tucson 5m, 6m, and 8m circulating pumps used in heating systems, manufactured from 2017 to 2024.



It has been identified that the mains electrical coupling to the pump can be connected in reverse which can pose a serious risk of electrocution.

The brand is Tucson. The affected circulating pumps are the Tucson 5m, 6m and 8m. The affected pumps can be identified by the serial number (S/N) on the label affixed to the pump as indicated above.

If your pump serial number starts with any of the prefixes below then it is affected.

S/N A

S/N B

S/N C

S/N 2017

S/N 2018

S/N 2019

S/N 2020

S/N D0 – D44 may be affected

You can also use the [Tucson serial number checking tool](#) to check if your pump is affected.

There are approximately 114,000 affected pumps in Ireland.

What to do:

An installed pump can remain in operation, but you must take care not to handle affected pumps as there is a serious risk of electrocution. Consumers that have one of the affected models of pumps installed, and where the unit is working properly, can continue to safely use their heating systems.

If customers, installers and merchants think they have an affected Tucson circulating pump installed in their premises, contact Tucson immediately via email at productsafety@tucsonpumps.ie or phone 01 842 6255.

Tucson will arrange for the inspection of installed units of the affected pump models and the installation of an updated electrical coupling and connector on the pump motor. The Replacement Programme is free of charge. Installed units should only be replaced by an approved Tucson technician or Tucson service agent.

You may not realise that you have a Tucson pump, if you've had work done on your heating system or have moved house in the last 8 years, you need to check if you have one of these pumps.

For further information, please see the [Product Safety Information Notice](#) on TucsonPumps.ie.