

## Consumer Alerts – September 2022

### Product Safety Alert

#### **Belling, Stoves and New World Gas Range Cookers with Gas Grill (110, 100 and 90 models)**

The Office for Product Safety and Standards has issued a safety warning for the use of gas grills on certain Belling, Stoves and New World gas range cookers manufactured by Glen Dimplex Home Appliances (GDHA).

The warning reminds consumers that if the gas grill is used with the door closed there is a risk that dangerous levels of carbon monoxide can build up, posing a risk of serious injury or death to those within the immediate environment.

**Consumers are being warned that they must use their gas grills with the grill door fully open, in accordance with the instruction manual.**

GDHA are also writing to their customers advising them to operate their gas grills with the door fully open. Belling, Stoves and New World gas range cookers affected by this safety warning include 110, 100 and 90cm models that have been purchased at any time between 2010 and 2022. **The gas oven and hob are unaffected by this safety warning.**

Consumers can contact Glen Dimplex Home Appliances on 0800 110 5728 or email [consumersupport@glendimplex.com](mailto:consumersupport@glendimplex.com) if they have concerns or require further information. Safety notices have also been added to the manufacturers' webpages at the following links:

Belling: <https://www.belling.co.uk/en-gb/safety-notice>,

Stoves: <https://www.stoves.co.uk/en-gb/safety-notice>,

New World: <https://newworld.family/safety-notice>

### Beware property repair cold callers

Cold callers use different tactics to con householders out of money. One case in the Thornton Cleveleys area reported a trader knocking on doors pointing out where householders have roof tiles missing and causing concern that trees are too high and may need cutting down.

In another case in Lytham St Annes a cold caller carried out some minor roof repairs but then tried to escalate the price of the work claiming there were further, more costly problems with the roof. Luckily the householder did not agree to any further work.

In Morecambe a householder employed a trader, who had been working across the road, to carry out a property repair job. The trader became threatening, wanting money for materials before the small amount of work initially carried out would continue.

Always do your own research to find a reputable trader, ask for recommendations from family and friends and use known local tradespeople.

**Trading Standards advice is to always say no to cold callers. The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to [www.safetrader.org.uk](http://www.safetrader.org.uk)**

### **Parcel delivery scam text**

A reminder that scam parcel delivery texts are still doing the rounds and unfortunately can still catch people out, especially if you are expecting a parcel. A typical scam text will ask you to click on a link if you are not going to be in for your driver at the time specified. Do not click on the link, whilst a payment might be asked for, the scammer will be finding out personal information about you such as your bank details and address.

You can report suspicious scams texts and mobile calls by forwarding the message or number to 7726. This alerts your mobile provider to investigate the message and/ or number.

### **Beware offers of marriage allowance tax refunds**

Beware clicking an online link that tries to entice you into entering details to see if you are eligible for a marriage allowance tax refund. Victims have reported receiving demands from scammers, claiming they have your electronic signature and requesting you provide further personal information, failure to do so requiring an administration charge of £300.

Information on eligibility for any sort of tax refund can be found at [Claim a tax refund - GOV.UK \(www.gov.uk\)](https://www.gov.uk/claim-a-tax-refund) This service is free of charge.

**Contact the Trading Standards Service via the Citizens Advice Consumer Helpline on 0808 223 1133**