

B/S/H/

Information Document Affected Neff Appliances

Identity of Affected Neff Appliances

Neff

BSH Home Appliances Ltd is conducting a voluntary safety campaign regarding two models of built-in gas hobs. The reason is potential damage to installed gas connectors. In certain circumstances, gas can escape in an uncontrolled manner and in extremely rare cases a risk of explosion can arise.

BSH is offering every owner of an affected appliance a free replacement of the gas connector by an authorised service engineer at the owner's home. BSH requests all customers of a product listed above to check whether their appliance is affected by this safety campaign.

Please note: To avoid any potential hazard until the gas connector is replaced, owners of an affected appliance should turn off the gas supply to the appliance and no longer use it.

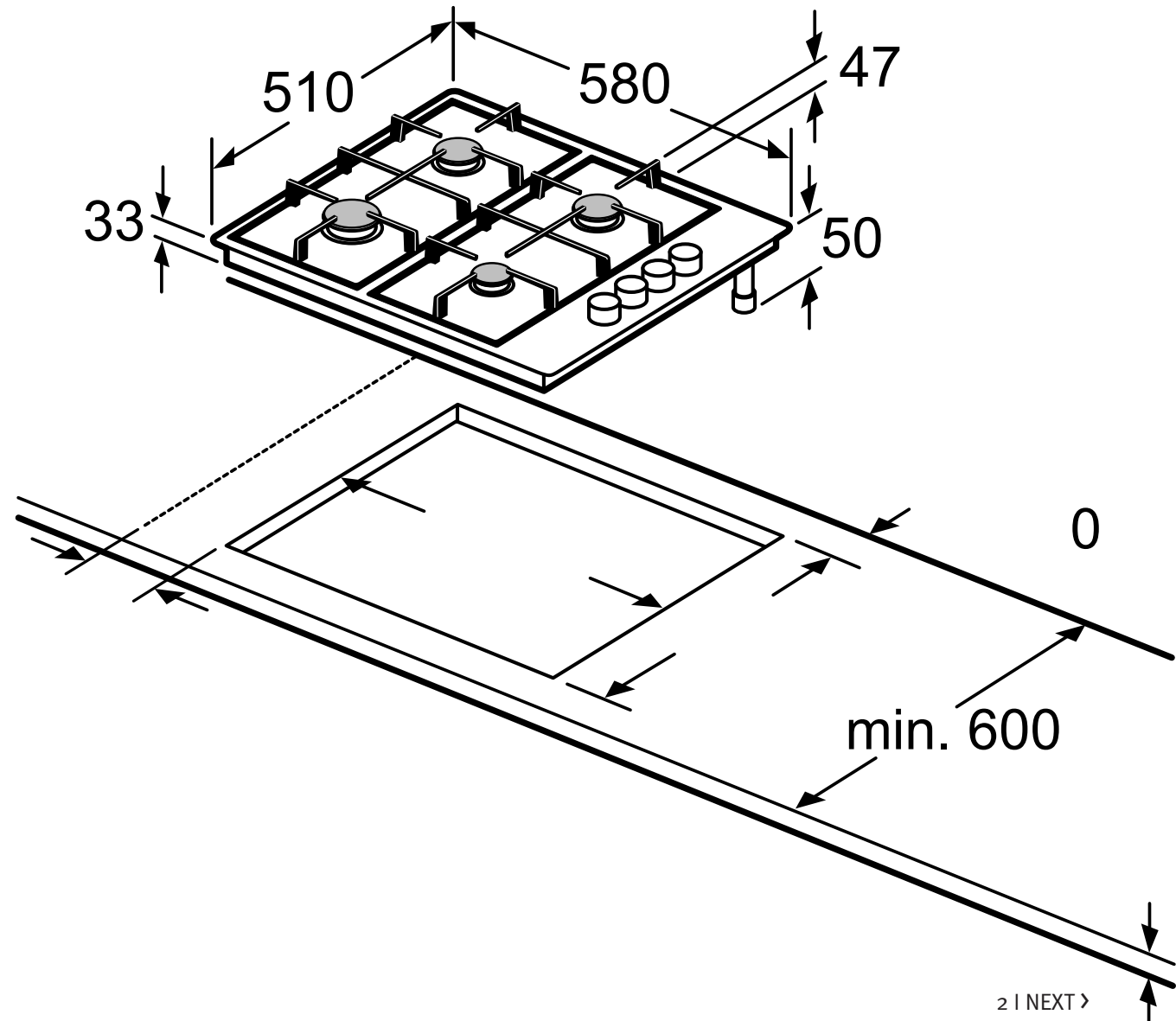
We apologise for any inconvenience caused. If you have trouble checking whether your appliance is affected or if you have any further questions, please contact us via the website or by calling the free phone number.

Identity of Affected Neff Appliances

Neff

- T2oS31No
- T2oS31No/01
- T2oS31No/02
- T2oS31No/03
- T2oS31No/04
- T2oS31No/05
- T2oS31No/06

FD from 8901 up to and including 9110



Appliance Identification

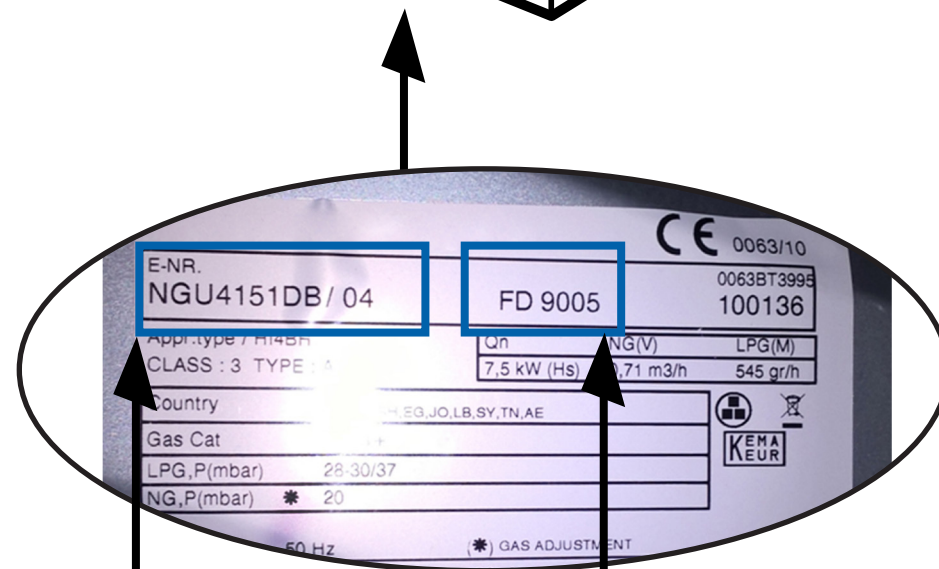
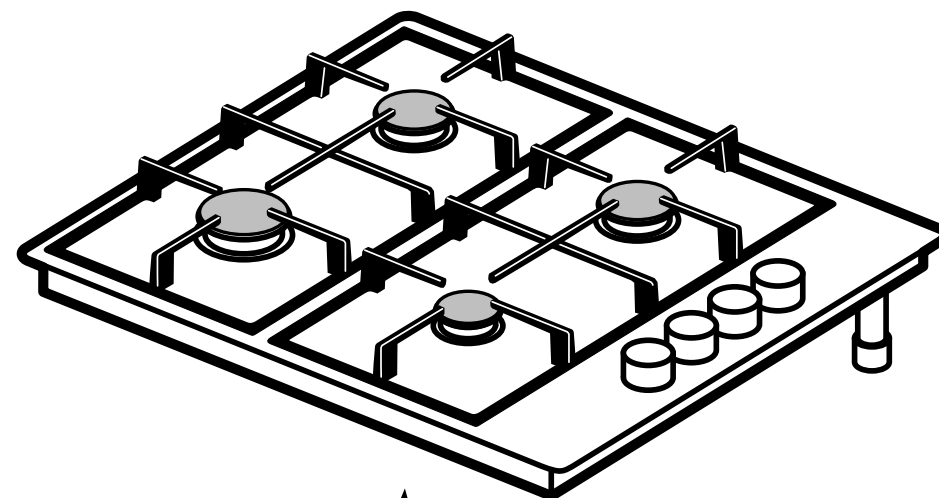
Neff T2oS31No

The appliance E.Nr number and FD number can be found on the original user manual. This can be found on the front or rear of the manual.

Alternatively the E.Nr number and FD number can be found on the Rating Plate of the appliance. This is located on the underside of the hob.

A model is affected if the E.Nr number is T2oS31No, and the FD number is in range 8901-9110.

If the consumer does not have the user manual or cannot gain access to the underside of the hob. Please use the enclosed documentation to identify a potentially affected appliance.



E.Nr Number

FD Number

Appliance Identification

Following each of these steps, if the appliance is not affected then no further clarification is needed.

Neff T20S31No

Appliance Size



Potentially affected models are 60cm wide with a stainless steel top **only**.

Hobs with other coloured tops are not affected.



← 60cm →

Neff T20S31No

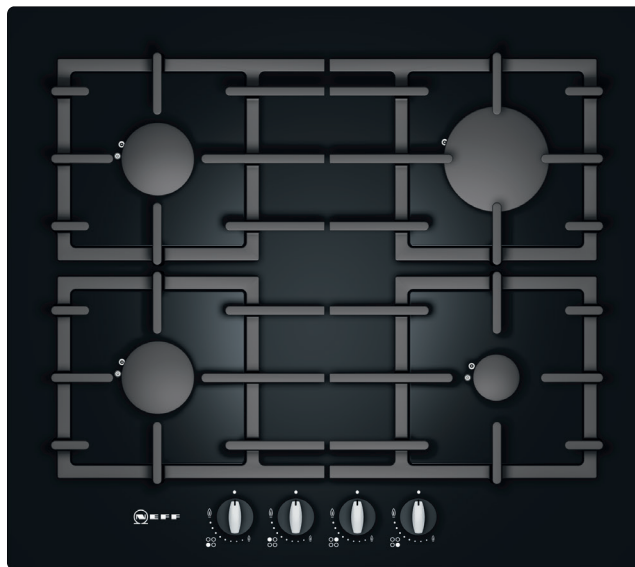
Position of Control Knobs

Possible affected models have the controls on the right side of the appliance **only**.

If the appliance has the control knobs in another location then the appliance is **not affected**.



This appliance is **possibly affected** as controls are on the **right side**.



This appliance is **not affected** as the controls are on the **front**.

Neff T20S31No

Burners



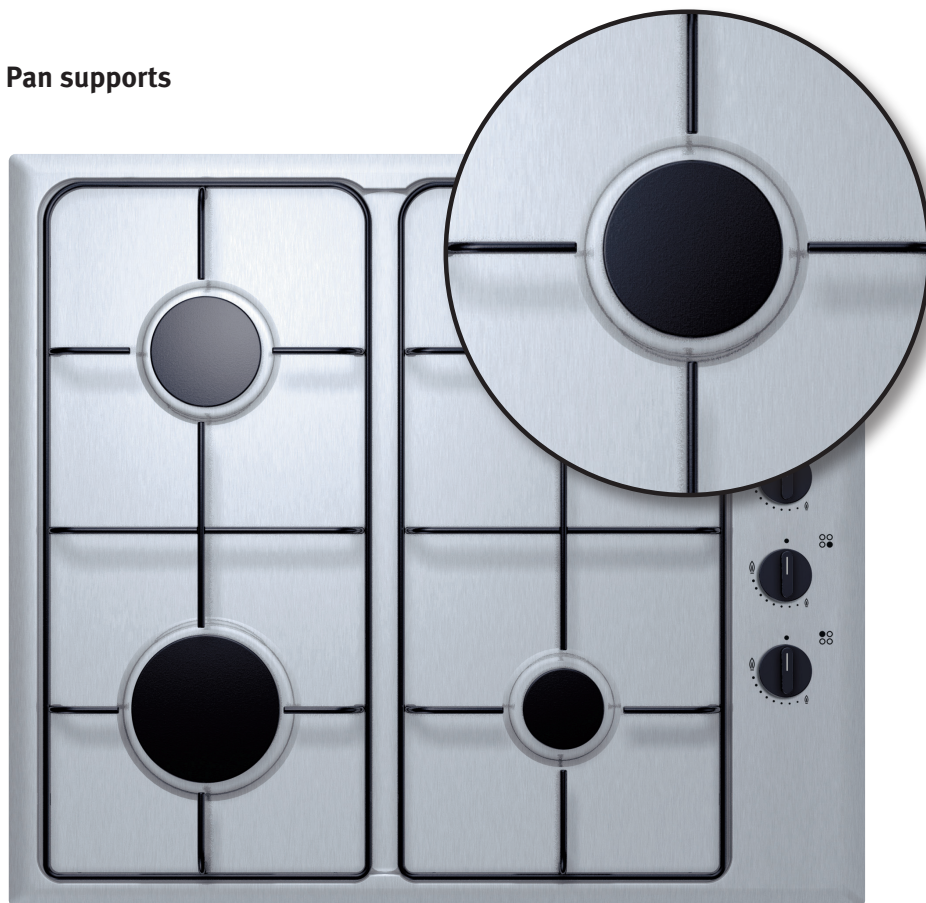
Possible **affected** models have 4 standard single flame burners.



Models with dual flame wok-style burner are **not affected**.

Neff T20S31No

Pan supports



Possible affected models have **four pan support fingers** only around each burner.



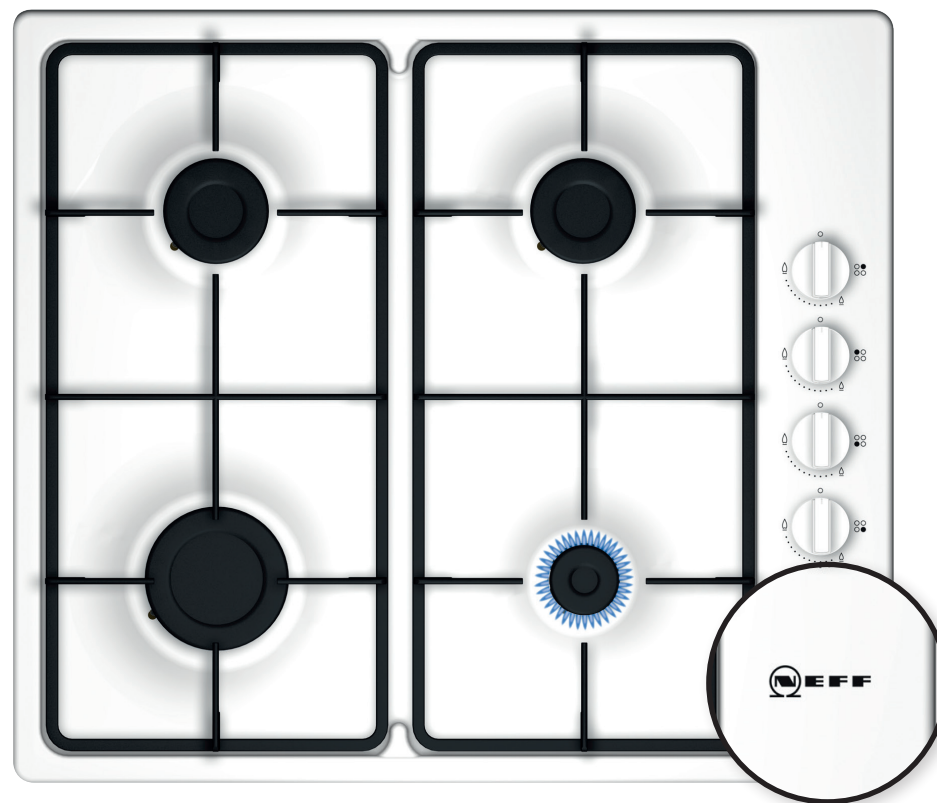
Models with **more than four support fingers** around each burner are **not affected**.

Neff T20S31No

Neff Logo



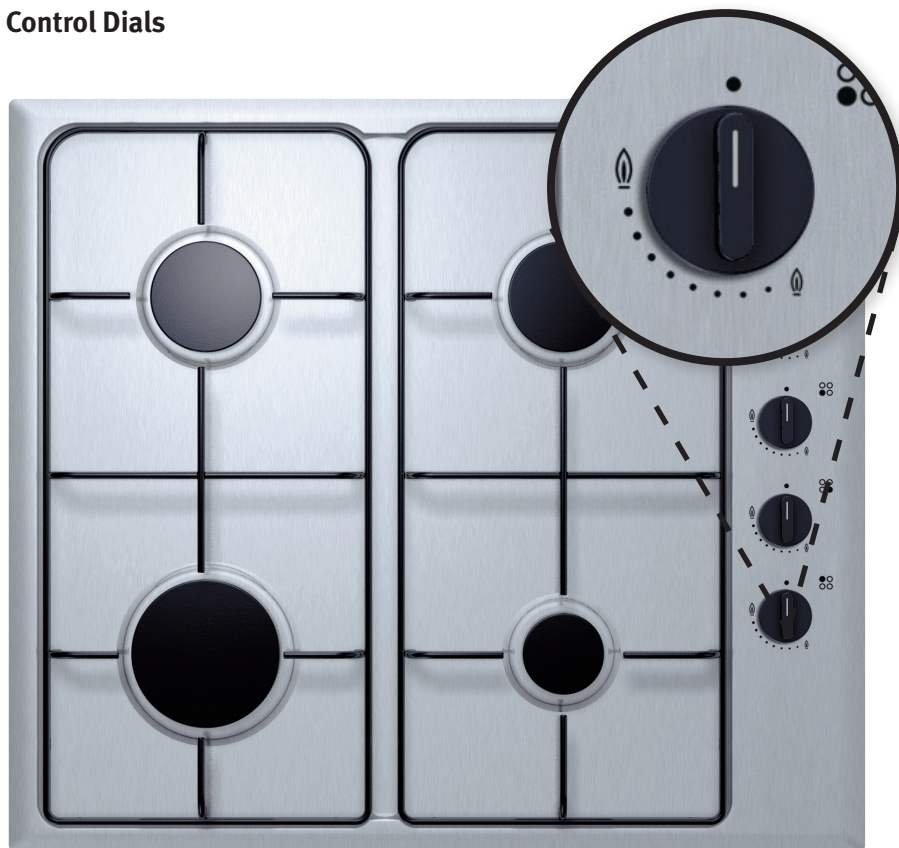
An appliance is **affected** if the **logo** is situated in the **top right hand corner** and the logo is printed in black.



An appliance is **not affected** if the **logo** is either engraved or situated on the **bottom right corner**.

Neff T20S31No

Control Dials



Possible affect models have **black plastic dials** only.



Appliances with **steel or/and silver dials** are **not affected**.

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Pan supports

Distinctive pan supports – combination of:

1. Thin gloss black coated pan supports
2. Specific left and right hand location:
 - Distinctive rounded corners at the rear
 - Squarer corners at the front
3. Pan supports cannot be rotated 180°.
(Non-rotational)



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www.gascookingsafety.com

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