

Estates and Facilities Notice

EFN2101

Issued: 20 Dec 2021

Valid until: 20 Dec 2023

DiversiTech (Pump House Ltd) PAC12 & PAH12 portable air conditioners containing R290 Refrigerant: risk of fire

Summary

DiversiTech (Pump House Ltd) have identified a defect in some PAC12 and PAH12 portable air conditioners that could cause fire. The manufacturer has confirmed a small number of fires in Europe and this notice is to support and increase awareness of the manufacturer's limited product recall.

Action

- Bring this notice to the attention of all appropriate managers and staff
- Identify all units potentially affected by this recall and quarantine (see Device Details for serial numbers – only serial numbers listed are potentially affected)
- Arrange for inspection of all potentially affected units by a Competent Person to confirm which should be returned to Pump House
- Carry out the inspection in a non-clinical healthcare environment. Standard Infection Control Precautions apply including an assessment to identify any risk of external contamination for any Personal Protective Equipment requirements. Decontaminate hands before and after the inspection.
- Ensure that units are unplugged prior to any inspection.
- Follow the Inspection Guide in annexe and photograph the compressor power cord wiring of all quarantined units
- Send DiversiTech (Pump House Ltd) a copy of the photographs by email and they will help identify and confirm units at fault (see Manufacturer Contacts)
- Arrange the return of any faulty units to DiversiTech (Pump House Ltd) confirmed with:
 - damaged compressor cable (e.g. exposed red and blue cable)
 - undamaged compressor cable touching copper pipe (no gap between them)
- All inspected units confirmed as not affected (e.g. no sign of compressor cable damage and a gap exists between the cable and the copper pipe) can be put back into use
- A copy of the manufacturer Field Safety Notices can be found in the annex to this notice

Device details

DiversiTech (Pump House Ltd) PAC12 & PAH12 portable air conditioners containing R290 Refrigerant. All Products with the following **serial numbers** are potentially affected by this recall, and were manufactured between September 2018 and August 15th 2019

78272001	75606401	70915801	73590601	71712001	72501101
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The serial number is located here:



Step 1 Look for the serial number sticker which is located on the side of the unit.

Step 2 Check the 4th to 11th digits of the serial number.

Step 3 Check if the codes are the serial numbers listed above.

Problem / background

DiversiTech (Pump House Ltd) have identified a manufacture defect in some PAC12 and PAH12 portable air conditioners where the distance between the compressor power line and the copper pipe may lead to a damaged power cord with risk of fire.

Manufacturer contacts

Dave Bass, DiversiTech (Pump House Ltd), Glaisdale Drive East, Nottingham NG8 4LY
dave.bass@pumph.co.uk

Distribution

Estates Managers, Risk Managers, Health & Safety, Fire Safety Advisors

References

- [HTM 05-01 Managing Healthcare Fire Safety](#)

References for Scotland:

- [SAN\(SC\)21/08 - Portable Electric Units in Healthcare Premises – Fire Safety](#)
- [Guidance on Management of Medical Devices and Equipment in Scotland's Health and Social Care Services \(SHTN 00-04\)](#)
- [NHSScotland "Firecode"](#)

Enquiries

This alert has been compiled under a partnership arrangement by the organisations below and it has been distributed across the UK. Enquiries should be directed to the appropriate Regional Office quoting the alert reference number **EFN2101**.

England

Enquires should be addressed to: nhsi.mb-defectsandfailures@nhs.net or call 07850 913 690

Reporting adverse incidents in England

Defects or failures should be reported on this system: <https://efm.digital.nhs.uk/>

The web-based D&F reporting system is managed by the NHS Digital on behalf of NHS Improvement. For further information on this system, including obtaining login details, please contact the efm-information Helpdesk. Tel 0300 123 2106.

Northern Ireland

Enquiries and adverse incident reports in Northern Ireland should be addressed to:

Northern Ireland Adverse Incident Centre, CMO Group,
Department of Health

Tel: 028 9052 3868 Email: niaic@health-ni.gov.uk

<http://www.health-ni.gov.uk/niaic>

Reporting adverse incidents in Northern Ireland

Please report directly to NIAIC using the [forms on our website](#).

Scotland

Enquiries and adverse incident reports in Scotland should be addressed to:

Incident Reporting and Investigation Centre (IRIC)
Health Facilities Scotland, NHS National Services Scotland

Tel: 0131 275 7575 or E-mail: nss.irc@nhs.scot

Reporting adverse incidents in Scotland

Please report directly to IRIC here: [how to report an adverse incident](#)

Wales

Enquiries and adverse incident reports in Wales should be addressed to:

NHS Wales Shared Services Partnership – Specialist Estates Services
4th Floor, Companies House, Crown Way, Cardiff CF14 3UB

Tel: 029 2090 4118 or E-mail: efa.ses@wales.nhs.uk

PRODUCT WARNING AND RECALL

Portable air conditioner Pump House PAC12 & PAH12 containing R290 Refrigerant

*****Defective mains cables*****

Danger of fire and potential serious injuries

DiversiTech [Pump House Ltd.]

Glaisdale Drive East
Nottingham NG8 4LY
United Kingdom

T: +44(0)115 900 5858

F: +44(0)115 929 4468

E: sales@diversitech.com

W: www.diversitech.global

Dear Customer

Pump House maintain very high demands for the safety and quality of our products, which we implement starting at the development stage, and continuously improve. Furthermore, we put great importance in open communication with our customers.

Therefore, we would like to inform you about the following

Product recall of Portable AC units manufactured from September 2018 to September 2019 with potential defective power cord

1. Products

The portable air conditioner Pump House PAC12 & PAH12 containing R290 GAS (hereinafter: Products) are affected.

Please refer to the sample pictures below:



We have been purchasing these products for over 20 years, and up until now, without any problems.

Products were developed with high-quality standards, designed and tested involving a conformity assessment body and manufactured with continuous quality assurance.

2. Root cause analysis

Despite the standards and procedures described above, we have identified a small number of units where the Products caught fire during operation. Midea have been notified of 3 instances in 80,000 pieces sold across Europe.

Based on these reports Midea immediately investigated this fire and Pump House also appointed a forensic fire investigator to identify the cause of the fire.

During these investigations it was discovered that the distance between the compressor power line and the copper pipe may lead to potential safety hazards.

Following this, Midea and Pump House are recalling all potentially affected Products from the market.

3. Potential risk of injury

The affected Products may catch fire during operation and cause serious injury to the user, as well as to other third parties.

Pump House and Midea are not aware of any incident in the market where an injury occurred.

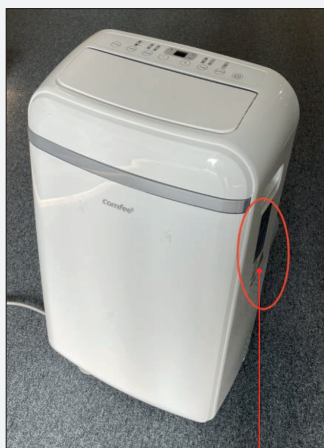
4. Affected Products

All Products with the following **serial numbers** are affected by this recall, and were manufactured between September 2018 and August 15th, 2019

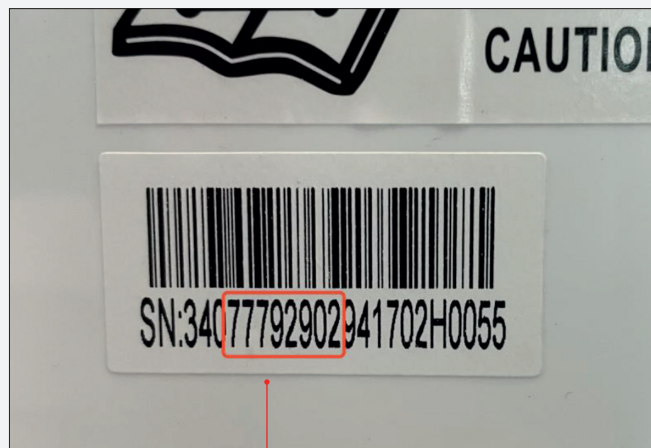
- 78272001
- 75606401
- 70915801
- 73590601
- 71712001
- 72501101

The affected Products are labelled with the following manufacturer's label:

HOW TO IDENTIFY AN AFFECTED PRODUCT



Step 1
Look for the serial number sticker which is located on the side of the unit.



Step 2
Check the 4th to 11th digits of the serial number.

Step 3
Check if the codes are the serial numbers listed above.

5. Wholesalers please check your stock. Serial numbers can be found on outer packaging, so there is no need to open the box. If you still have any in stock that display the serial numbers in question, please return to Pump House for inspection.

6. Precautionary measures to be taken

Please send this notification to all customers who have purchased our Portable AC units and ask them to check the product they sold, again this notification can be sent to their customer.

- a. **Check stock and block the Products with the effected serial numbers and return to us.**
- b. **Report the type and number of Products you have in stock directly to us via phone or email.**
- c. **Inform your customers and your employees about this matter.**
In order to speed up the communication process and to ensure consistent information, you may inform your employees and customers using this letter.

Please send addendum to customers for them to check product in the field this is a fairly simple process which is shown in addendum "How to Check Portable AC units".

- d. **Please also make this information available on your website in a suitable manner.**
- e. **Please evaluate whether the Products reported by your customers are the affected Products and inform us accordingly.**

We ask you to please take the above steps immediately.

We would like to point out that as distributor you are legally obliged to take precautionary measures in accordance with the requirements of the Product Safety Directive 2001/95/EC and applicable national laws.

Should you have any questions or comments, please contact us. We regret the inconvenience this causes.

Kind regards,



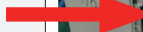
Dave Bass

CLARIFICATION OF WHICH AC UNITS SHOULD BE RETURNED TO PUMP HOUSE

RE-INSPECTION OPERATION DIAGRAM:

Step 1

Remove the grille screws, and take off the grille

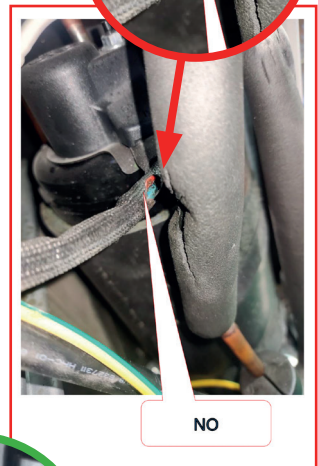
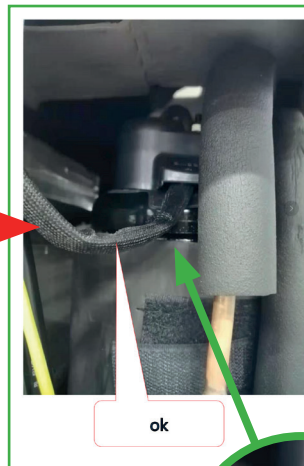
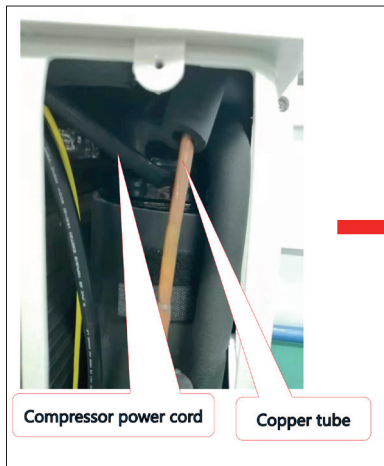


THIS UNIT IS FAULTY. PLEASE RETURN TO PUMP HOUSE



Step 2

Check whether the compressor power cord is damaged

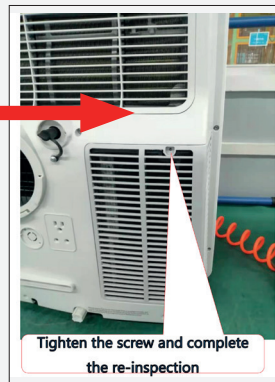
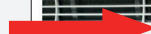
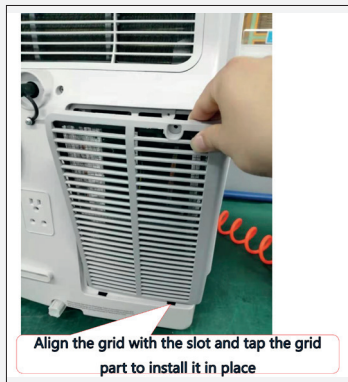


THIS UNIT IS OK. THERE IS NO NEED TO RETURN THE UNIT TO PUMP HOUSE



Step 3

If the compressor power cord is not damaged (B), reinstall the grille, and complete the return inspection. If the power cord is damaged (A), return the machine to Pump House for a replacement.



NB
Please only return units to Pump House if they are showing exposed red and blue cables.