

Product Safety Recall

GeoAir Geothermal HVAC Ducted Air Conditioner Systems



Single and three-phase 9kW-25kW

Installed between 13 June 2014 and 1 April 2020 (refer to affected model numbers)

Defect: The amount of refrigerant used in some geothermal HVAC systems exceeds the limit required by the 'Australian New Zealand Standard AS/NZS 5149.1: 2016 (refrigerating systems and heat pumps - safety and environmental requirements)'.

In the event of a failure of the internal fan coil unit and if one or more indoor diffuser (duct) outlets are closed, a higher than recommended concentration of refrigerant may be present in the home.

Hazard: A high concentration of refrigerant poses a risk of asphyxiation to occupants of the home.

What todo: Consumers should not use the air conditioner unless the diffusers are open and kept open in all rooms. The diffusers can be opened by rotating the centre cone counterclockwise until a 2cm gap is visible.

A technician will contact consumers to arrange to visit the consumer's home to modify the diffusers to ensure that they remain open at all times. The repair will be completed free of charge.

Contact Details: For further information, please contact Alinta Energy Geothermal by phone on 1800 896 598 (Monday to Friday, 9am-5pm AEST), or via email at geo@alintaenergy.com.au, or at www.alintaenergy.com.au/geo

See productsafety.gov.au for
Australian product recall information