[Member letterhead]

[Customer name]

[Customer address]

Dear [Customer name]

**SERENE HEATER RECALL**

On [date] you engaged our company to install [number] Serene model [model number] heater[/s] in your property at [address]. You had previously purchased the heater[/s] for us to install.

The work was completed on [date] and you paid our **attached** invoice [invoice number]. We issued a Certificate of Compliance on [date].

On 17 April 2024, WorkSafe New Zealand gave notice that Serene models S2068 and S207T were unsafe, and that Serene model S2069 was non-compliant with electrical standards. Our records indicate the heater[/s] that we installed at your property [is/are] included in WorkSafe’s notice.

Serene has also recently ceased trading in New Zealand, in part due to WorkSafe’s actions.

We are a member of the Master Electricians Association, which has provided its members with advice and is currently engaging with the Government and all industry suppliers on these issues.

Under the Consumer Guarantees Act 1993 (“CGA”), as a consumer, you may be entitled to a replacement heater of equal value or a refund from the supplier that you purchased the heater from if:

1. the heater is a Serene model S2068; or
2. the heater is a Serene model S2069 or S207T **and** it is displaying faults.

Given the issue is with the heater[/s] [itself/themselves] rather than our workmanship in installing [it/them], your supplier’s obligations under the CGA do not extend to covering the costs of reinstallation. This does not mean that you should not request that your supplier meets those costs, although your chances of them agreeing are slim.

We appreciate that this is a difficult problem for all participants in the electricity industry in New Zealand, from the suppliers and electrical businesses on one end and you as the end user on the other.

Please let us know if you would like to engage us to reinstall the heater[/s] at your property. We can provide a quote for you to accept in writing prior to us beginning work, [which, as a gesture of good faith given the difficult situation, will include a discount of [percentage]]%.

Please also let us know if you will be sourcing a replacement heater yourself, or whether you wish us to do so to resupply to you, as this will affect our quote.

We look forward to hearing from you.

Kind regards,