[Member letterhead]

[Customer name]

[Customer address]

Dear [Customer name]

**SERENE HEATER RECALL**

On [date] you engaged our company to supply and install [number] Serene model [model number] heater[/s] in your property at [address].

We purchased the heater[/s] from a wholesaler, [insert wholesaler’s name] and resupplied [it/them] to you.

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 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 this matter on behalf of our business as a member and you as our customer.

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

WorkSafe has advised consumers as follows:

* Check if your bathroom heater is a Serene model S2068, S207T or S2069.
* If the heater is a Serene model **S2068**:
  + Do not use it;
  + Unplug it from a wall socket; and
  + If it cannot be unplugged from a wall socket, arrange for it to be removed by an electrician.
* If the heater is a Serene model **S207T** or **S2069**, there is (as at the date of this letter) a lower risk from continued use of these models, however if you observe an unusual smell or noise from the heater you should not use it and contact an electrician to inspect it.

We are available to assist you with the above steps and can source approved like for like heaters should you wish to install a replacement.

We look forward to hearing from you.

Kind regards,