

Product Update

Following recent announcements that the current 6kg Calor Lite (the '6kg Lite') cylinder is to be phased out and replaced with an improved version, Calor would like to reassure its customers that it continues to invest heavily in the market, with work already underway for its next generation leisure cylinder.

The company can also confirm that all existing 6kg Calor Lite customers* will be able to swap to this new cylinder, when it is launched, completely free of charge.

Alistair Todd, Calor's Cylinder Asset Manager, explains the company's ongoing activities to ensure the long-term availability of cylinder stock:

"Back in May, we announced plans to change our 6kg Lite cylinder, as we have concerns about the longevity of the current model, with a higher number than expected failing our routine quality inspections. As a result, it is impractical to invest in any further stocks of a product we intend to change, so we have increased the volumes of standard 6kg cylinders available to the market and put in place a customer exchange programme.

"We appreciate that this has caused some uncertainty and inconvenience and we apologise for this, but we are confident that our customers will still be able to obtain a suitable alternative and that, in the long term, we will be able to offer an improved cylinder solution.

"To help us bring a more robust cylinder to market, we have conducted a research programme, taking input directly from the camping and caravanning community alongside the Caravan and Motorhome Club, the Camping and Caravanning Club and caravan manufacturers to ensure the new product meets our customers' needs.

"We have also increased this year's investment in our existing stocks of standard 6kg models to £1 million, our largest investment in this cylinder in recent years. This is to ensure maximum availability throughout the UK while we work on the development and phase-in of the replacement model for the 6kg Lite.

"The third area where we are investing additional time and resource is in updating our popular 'Stockist Finder' search facility on our website, to make it easier for customers to find outlets with 6kg cylinders on sale. This is an activity which will be completed in time for next year's holiday season."

Calor remains committed to selling and supporting the 6kg Lite cylinders, of which there is still stock availability. All stockists have been advised that they should always exchange a 6kg Lite for another of the same wherever possible, however, customers will be able to exchange for a standard 6kg cylinder if no 6kg Lites are available at the time.

It will then be possible for these customers to switch back to a 6kg Lite if they are available at the time of the next exchange.

Alistair concludes, "We would like to thank all of our customers for their patience during this transition period, while we develop our improved cylinder and to apologise for any concern or confusion that may have been caused.

"We have been supporting caravaners since 1935 and will continue to do so, investing very heavily over the years to ensure that our retailer network carries sufficient stock of all caravan

cylinder sizes. Calor's new caravan and motor home cylinder will be the next in a long line of products that we have developed just for this market."

Customers wanting to find out more can visit Calor's dedicated question and answer section on its website at www.calor.co.uk/calor-lite.

*Original 6 Lite Cylinder Refill Agreement (sometimes known as a 167) required or alternative receipt or proof of 6kg Lite purchase.

Calor Lite Q&A

Q: Why are you phasing out the 6kg Calor Lite (the '6kg Lite') cylinder?

A: We carry out inspections on every empty cylinder returned to us before it is refilled and sent back out to the network. We have been finding that increasing numbers of the 6kg Lite are failing our routine quality inspections and, as customer safety is paramount, we have to remove these from circulation. This is having an impact on availability which is causing some customers to have difficulty obtaining these particular cylinders.

As a result, we have decided to replace the current 6kg Lite cylinder with a more robust model to improve product performance and availability (further details are provided on the research and development of this new cylinder below). This means that it makes no sense to purchase any further 6kg Lite cylinders knowing that we are going to replace them in the near future. Instead, we are switching this investment to the standard 6kg cylinder in the short term, with an additional £1 million invested in 2017, prior to the introduction of the brand new 6kg model.

Q: Is the 6kg Lite cylinder safe to use?

A: Yes, it is completely safe. All cylinders supplied and filled by Calor are subject to a rigorous inspection at our filling plants to ensure they are always completely safe for use.

Q: Is this anything to do with the recall?

A: No, the recall was in relation to a specific batch of 6kg Lite cylinders (made between 2008 and 2011) which were found to have possible material defects. Only a very small number were subsequently found to be faulty and withdrawn from circulation.

This recall closed on 1st July 2017.

Q: I still have a recall voucher, does this mean it is no longer valid?

A: No, simply take your voucher to your local retailer where it can still be redeemed for a 6kg Lite if one is available. If not, the voucher can be exchanged for a standard 6kg cylinder.

In addition, if a cylinder is returned for the first time from the affected year without a voucher, then it will be exchanged by the retailer in the normal way.

Q: Will I still be able to purchase (refill) a 6kg Lite?

A: Yes. We will continue to fill and distribute the 6kg Lite cylinders that we have available and currently, there is still good stock availability. Our stockists are all aware that their first priority should be to replace like-for-like wherever possible.

Q: What should I do if my local retailer doesn't have any 6kg Lites available when I go to purchase one?

A: If one isn't available then we would recommend you switch to a standard 6kg cylinder which is similar in size with an identical gas valve. You would then be able to switch back to a 6kg Lite if one is available the next time you need a refill.

Q: Will you have enough 6kg cylinders to supply the market?

A: This year we have invested a record amount (over £1 million) in new, standard 6kg cylinders to ensure our retailers have enough stock to meet demand. In addition, we still have stocks of 6kg Lites which remain on sale.

Q: Will I be charged for a 6kg cylinder when I only have a 6kg Lite to return?

A: No. The standard 6kg is freely interchangeable with the 6kg Lite, so if you have an empty 6kg Lite then all you will pay for is the gas. In the event that you have no empty cylinder, then you will need to take out a new 'Cylinder Refill Agreement' (CRA) for a one-off charge of £39.99, as well as paying for the gas.

Q: I still want a lightweight cylinder for my caravan, what are you doing to address this?

A: To help us bring a more robust cylinder to market, we have conducted a research programme, taking input directly from the camping and caravanning community alongside the Caravan and Motorhome Club, the Camping and Caravanning Club and caravan manufacturers to ensure the new product meets our customers' needs.

Q: When will a new cylinder be available?

A: As research is still ongoing, it is too early to provide any definite timescales but you can be assured as soon as we have something which is suitable for the market and which has the approval of our customers then it will be brought to market. In the meantime, we will provide regular updates to keep our customers informed on progress.

We can also confirm that all existing 6kg Lite customers* will be able to swap to the new cylinder, when it is launched, completely free of charge.