

Eclipse Universal Circulating Pump Product Safety Information Notice

As a homeowner that has registered their pump by completing the warranty card with us (either written or online) in the past, we are writing to advise you of a potential safety concern that has been identified with our **Eclipse Universal Circulating Pump** manufactured by Cacheng Machinery & Electric Company Ltd, branded Embrass Peerless for use in heating systems, if it is not installed correctly. The affected product code is **490920**, manufacturer reference number CFA 25-50-130, produced between 2017 and 2025.



490920, manufactured post 2022 to October 2025



490920, manufactured between 2017-2022

Serious Risk: If installed in accordance with the manufacturer's instructions this pump is safe. However, it has been identified that the mains electrical connection supplied with this pump is capable of being forcibly connected in reverse position/ upside down, which poses a serious risk of electrocution.

How to identify the reverse installation of the electrical connection:

1. If your central heating does not work and has not worked since the installation of the pump, then there is a chance that it is because the mains connection was not correctly installed. If your central heating works, it is unlikely that you have an issue, but conduct the **visual** inspection, nonetheless.
2. Do not touch the pump or its housing. **Risk of electric shock if it has been incorrectly installed.**
3. Visually inspect the mains connection to the pump as shown below. If the connection is connected so that the clip is at the bottom and connected and the three plastic lines are at the top and connecting to the "three lines" on the pump housing, then your pump is correctly installed and there is no issue.



4. If the mains connection is connected with the clip to the top, and the three lines on the bottom, your mains electrical connection is not fitted correctly. **Do not touch the pump or anything metal touching the pump – risk of electric shock.** Immediately take a photograph of the pump in situ and then email to it to technical@embrasspeerless.co.uk and contact us by telephone on **+44 (0)121 744 3900** for advice.

Under this Product Safety Information Notice, installed units of the Eclipse Universal Circulating Pump should only be replaced or serviced by an approved, qualified service engineer or installer.

For ongoing maintenance and servicing, we have enclosed the latest **Eclipse Circulating Pump Instruction Booklet**, together with a **QR code label** that can be used by your service engineer to access instruction details. Using the enclosed cable ties, please affix both the booklet and QR code tag close to the Circulating Pump, clearly visible by your engineer.

Unaffected Eclipse-S Circulating Pump: Our **Eclipse-S** Circulating Pump (6m head), product code **490930**, manufacturer reference number RS25/6EA-C3, has a different electrical connection preventing the connection from being installed incorrectly.