

Recall of Mecca 240V Single Vertical Heated Towel Rail

Nero Tapware has initiated a precautionary, voluntary recall of its Mecca 240V Single Vertical Heated Towel Rail (NRV902H).

The initiation of the recall followed internal testing and temperature monitoring, which revealed that the upper section of the Heated Towel Rail may become excessively hot if left on for more than two hours. Contact with this area could cause burns to the skin.

Product quality and customer safety are Nero's highest priorities, and we determined to halt sales and recall the product as soon as we received the testing results.

There have been no reports of injuries at this stage. Testing confirmed the unit does not pose a fire risk.

Just over 400 of these products were sold via plumbing and hardware stores from April to November 2025. We are taking steps, including via retailers, to alert and contact all purchasers of the product.

We are advising customers to stop using the Towel Rail, disconnect it immediately and contact Nero to arrange a replacement or repair. Refunds available on request. They can call us on 03 8786 3170 or email support@nerotapware.com.au.

We sincerely apologise for any concern or inconvenience this may cause, and we appreciate your understanding as we work to ensure the safety of our customers.

Nero Tapware Team

1/12/2025