

PRODUCT SAFETY RECALL

Date: October 5th, 2026
Product: CB12RF Wiring Centre
Company: SALUS Controls Plc, Rotherham (UK) ·

Brand: SALUS Controls

SALUS CONTROLS IS RECALLING THE SALUS CONTROLS CB12RF WIRING CENTRE.

1. Identification of the recalled product.

Product image



Product name and brand

CB12RF Wiring Centre (wireless wiring centre for underfloor heating and cooling systems) SALUS Controls.

Identification numbers

Model CB12RF, all variants.

Where and when the product was sold and by whom (if the information is available)

Sold from 07/2025 until 11 September 2026, when SALUS Controls stopped all sales. About 2,625 units were sold in total up to 11 September 2026, in Nordics, the United Kingdom, Germany, France, the Netherlands, Poland and Romania, through heating and plumbing wholesalers and professional installers. The product was not sold directly to consumers by SALUS Controls.

2. Hazard associated with the product.

Clear description of the hazard

Two connection terminals inside the CB12RF, the dew-point sensor input (marked DEW) and the changeover contact (marked CO), carry mains voltage (230 V) against earth. Earlier product information described these terminals as volt-free. They are not. If a dew-point sensor is connected to the DEW terminals and mounted on metal pipework, or if a heat pump, a relay or a second CB12RF is connected to the CO terminals, there is a risk of electric shock, and a risk of overheating and product damage. One unit has already overheated and burned out in a customer installation.

3. What consumers should do.

Action required

Do not open, alter, rewire or test the CB12RF yourself. Contact your installer or SALUS Controls (details below) without delay if your system also cools, if a dew-point or condensation sensor is fitted to the pipework, if the system is connected to a heat pump, if an electrical safety switch has tripped, or if you have noticed a burning smell, overheating, visible damage or loss of heating or cooling control. Do not use the cooling function until the installation has been checked.

4. Remedies available.

Remedy offered to the consumer

Free of charge, at your choice:

Repair: a qualified installer fits a protective cover that permanently de-activates the DEW and CO terminals, checks the installation and corrects any unsafe sensor or heat-pump connection.

Replacement: the CB12RF is replaced with an equivalent SALUS Controls wiring centre (SALUS Controls KL08RF, or the redesigned wiring centre once available), fitted by a qualified installer designated by SALUS Controls.

Reimbursement: where neither repair nor replacement is possible, please contact SALUS Controls to find a suitable solution for you.

How to obtain the remedy

1. Send an e-mail to recall@saluscontrols.com with your name, the installation address, the name of your installer if known, a photo of the label on the unit (date code and EUID) and a short description of what is connected to the unit (dew-point sensor, heat pump, cooling).
2. SALUS Controls or your installer contacts you within five working days to arrange the repair or replacement at your home. You do not need to return the unit yourself.
3. Installers and distributors: use the same address, recall@saluscontrols.com, to report installed units and to arrange the return of unsold stock. Returns go to your regional Salus warehouse first and from there to the central warehouse in Poland; SALUS Controls logistics will contact you to arrange collection. There is no deadline for consumers to claim the remedy.

5. Information and contact details.

Freephone number and/or interactive online service

Telephone, Monday to Friday: United Kingdom +44 1226 323961

E-mail: recall@saluscontrols.com | Web: <https://saluscontrols.com/global/product-recalls>

6. Sharing this information.

Please share this information with other people whom you know own or have used the recalled product, where applicable.

7. Optional elements

Link / QR code to the recall page which you find on our Homepage.

<https://saluscontrols.com/global/product-recalls>

Additional message / apology

SALUS Controls stopped the sale of the CB12RF and has withdrawn unsold units from distribution and has informed the competent market surveillance authorities. We take this matter seriously and ask you to act on this notice. We regret the inconvenience this causes you.