

## Product Recall: Celeste Stoke kitchen faucet with shut-off valve – for rectification (article numbers 042651, 042652, 042653, 042654 and 042655)



*Applies only to faucets with dishwasher shut-off valve*

Megaflis has identified a defect in the Celeste kitchen faucet with a dishwasher shut-off valve (model numbers 042651, 042652, 042653, 042654, 042655), sold between 2023 and 2025. The weakness lies in the metal of the mounting pin that secures the faucet to the kitchen countertop, which also serves as the water supply to the dishwasher. This pin can break at the point of attachment, potentially causing a water leak. In the event of a break, pressurized water will spray from the faucet until the water supply is shut off (either manually or via an activated leak stopper), possibly causing significant water damage to the property.

Megaflis has decided to rectify all affected faucets free of charge. A plumber will visit each customer to replace the defective component. The repair involves replacing the water-conducting mounting pin with a standard pressure hose and providing a new mounting solution for the faucet. This is a simple repair that typically takes about 1–2 hours.

All affected customers must immediately:

1. **Turn off the shut-off valve to the dishwasher** by rotating the shut-off knob on the faucet to the closed position (pointing upwards), ensuring there is no water pressure in the dishwasher

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connection. This will prevent any leak if the part breaks. Until the repair is completed, the shut-off valve must not be left open unless under continuous supervision and with appropriate safety measures in place to prevent water damage (if possible, we recommend an alternative water connection for the dishwasher in the meantime). The faucet may otherwise be used as normal for dispensing hot and cold water.

2. **Submit the requested contact details** to Megafliis as soon as possible in order to proceed with the rectification. All customers who registered their purchase of the affected faucets will automatically receive an SMS and/or email with a link to a form that must be completed. If you have not received such a message by the end of May 2025, please contact Megafliis customer service at [tilbakekalling@megafliis.no](mailto:tilbakekalling@megafliis.no)

Megafliis apologizes for the error and any inconvenience caused to our customers! Once we have received the necessary information, all affected customers will be contacted by an authorized plumber to schedule the repair. The repairs will start up 30<sup>th</sup> of April.

Sincerely,

Megafliis AS