



Hot water bottles

Hot water bottle: the basics

Hot water bottles must meet the British Standard. Hot water bottles that do not meet this standard are banned under an Unsafe Goods Notice.

[View the Unsafe Goods Notice - Hot Water Bottles](#)

The sale of hot water bottles that don't meet the standard was banned following incidents where hot water bottles split, perished or leaked, and in some cases caused serious burns.

In some brands of hot water bottles, the rubber or PVC was less than the thickness required by the British Standard for hot water bottles. Many of these were marked as complying with the British Standard, but on closer inspection didn't appear to meet the standard.

These hot water bottles are subject to an Unsafe Goods Notice, which bans the sale of hot water bottles that do not meet the current British Standard.

Using a hot water bottle safely

Check the safety standard on your rubber or PVC hot water bottle – the current standard is British Standard BS 1970:2006 but BS 1970:2001 is also acceptable.

If you are unsure whether the standard listed on the bottle is genuine, either dispose of the hot water bottle or report it to the Commerce Commission.

Always be careful when filling and using hot water bottles.

Use a cover or wrap the bottle in a towel before using – this will help prevent burns.

Check hot water bottles regularly for any splits or perishing.

Make sure the top is firmly closed before using.

For children and the elderly, use the bottle to warm the bed, then remove before the person gets into bed

Never use boiling water to fill your hot water bottle as this can cause the bottle to split or leak. Very hot water is fine to use.

Do not lie or sit on the hot water bottle.

Do not overfill – three-quarters is the maximum.

Do not use a hot water bottle that is showing signs of wear or splitting – replace it with a new one.

Do not use a hot water bottle without a cover or wrapping it in a towel first.

Got a problem with a hot water bottle

Under the Consumer Guarantees Act you can get a refund, replacement or compensation if goods are unsafe.

[Find out whether you can get a refund and how to do it.](#)

[A factsheet on hot water bottles is available in a PDF format](#) or you can [order one online](#).

If you have a safety problem with a hot water bottle you can report it to the Ministry of Consumer Affairs.

[Report an unsafe good](#)