

Healthy Canadians

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Samsung Electronics Canada Inc. recalls Samsung Note7 smartphone

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Starting date: September 12, 2016
Posting date: September 12, 2016
Type of communication: Consumer Product Recall
Subcategory: Electronics
Source of recall: Health Canada
Issue: Burn Hazard, Fire Hazard
Audience: General Public
Identification number: RA-60168

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Joint recall with Health Canada, the United States Consumer Product Safety Commission (US CPSC) and Toys'R'Us

Affected products

Samsung Galaxy Note 7 Smartphone

Product description

This recall involves the Samsung Galaxy Note 7 smartphone. The phone comes in Black, blue or silver.

The products can be identified by the following:

Colour	Box SKU	UPC	Model Code	Description
Black	SM-N930WZKAXAC	887276171883	SMN930WK64	Black, 64GB
Silver	SM-N930WZSAXAC	887276177229	SMN930WS64	Silver, 64GB
Blue	SM-N930WZBAXAC	887276177243	SMn930WB64	Blue, 64GB

Hazard identified

The Samsung Note7 smartphone Lithium-ion battery has the potential to overheat and burn, posing a potential fire hazard.

Health Canada and Samsung Canada have received one report of a phone battery overheating. No injuries have been reported.

Samsung has received 92 reports of the batteries overheating in the U.S., including 26 reports of burns and 55 reports of property damage, including fires in cars and a garage.

Number sold

Approximately 21,953 of the recalled smartphones were sold in Canada, and about 1 million in the United States.

Time period sold

The recalled smartphones were sold from August 19th 2016 to September 1st 2016 in Canada, and smartphones sold before September 15th, 2016 in the United States.

Place of origin

Manufactured in China.

Companies

Importer Samsung Electronics Canada Inc.
 Mississauga
 Ontario
 CANADA

Manufacturer Samsung Electronics Huizhou Co. Ltd.
 CHINA

Images (select thumbnail to enlarge)



What you should do

Consumers should immediately power down the recalled Samsung Note7 smartphone and register as soon as possible for the Canadian Product Exchange.

Consumers can [register](#) for a replacement product or contact Samsung Electronics Canada Inc. toll free at 1-800-517-3507 from Monday to Sunday 8:00 am to 8 pm (EST).

Consumers may view the release by the US CPSC on the [Commission's website](#).

Please note that the *Canada Consumer Product Safety Act* prohibits recalled products from being redistributed, sold or even given away in Canada.

Health Canada would like to remind Canadians to report any health or safety incidents related to the use of this product or any other consumer product or cosmetic by filling out the [Consumer Product Incident Report Form](#).

This recall is also posted on the [OECD Global Portal on Product Recalls website](#). You can visit this site for more information on other international consumer product recalls.

Date modified: 2016-09-16