

## Recalls and safety alerts

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### Drive Medical Canada recalls Michael Graves Solutions Therma Moist Heating Pads

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<b>Starting date:</b>	December 21, 2017
<b>Posting date:</b>	December 21, 2017
<b>Type of communication:</b>	Consumer Product Recall
<b>Subcategory:</b>	Tools and Electrical Products
<b>Source of recall:</b>	Health Canada
<b>Issue:</b>	Product Safety
<b>Audience:</b>	General Public
<b>Identification number:</b>	RA-65468

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#### Affected products

#### Michael Graves Solutions Therma Moist Heating Pads

##### Product description

This recall involves the Michael Graves Solutions Therma Moist Heating Pads. The electric heating pads are blue and come with an orange elastic band to hold the pad firmly in place. A white power cord with a remote hand control that controls the heat settings is attached to the heating pad. The affected product comes in three different sizes. The products bear an unauthorized TUV Rheinland certification mark.

The following model numbers and UPC numbers are affected by the recall:

Heating Pad Size	Model Number	UPC
Large	10890	822383123882
Medium	RTL10893	822383246567
Small	10895	822383123905

The model number can be found on the back label of the remote hand control and on the back of the retail box. The UPC can be found on the back of the retail box.

##### Hazard identified

The affected heating pads may overheat beyond their intended design, posing a burn and fire hazard to consumers. In addition, the products bear an unauthorized TUV Rheinland certification mark.

As of December 13, 2017, the company has received 5 reports of overheating in Canada including 2 reports of burn injuries.

##### Number sold

Approximately 19, 000 units of the affected products were sold in Canada.

##### Time period sold

The recalled products were sold from January 2013 to November 2017.

##### Place of origin

Manufactured in Taiwan.

##### Companies

<b>Distributor</b>	Drive Medical Canada Vaughan Ontario CANADA
<b>Manufacturer</b>	Shian Jia Meei Enterprise Co., Ltd Tainan Hsien Tainan District TAIWAN, PROVINCE OF CHINA

Images (select thumbnail to enlarge)



## What you should do

**Consumers should immediately stop using the recalled products and contact Drive Medical Canada to arrange to return the heating pads for a full refund.**

For more information, consumers can contact Drive Medical Canada by telephone toll free at 1-877-224-0946, between 8:30 a.m. and 8:00 p.m. ET Monday through Friday, or by [email](#).

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:** 2017-12-21