

## Healthy Canadians

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### Royal Appliance Mfg. Co. recalls Dirt Devil Total Pet Cyclonic Upright Vacuums

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<b>Starting date:</b>	February 2, 2016
<b>Posting date:</b>	February 2, 2016
<b>Type of communication:</b>	Consumer Product Recall
<b>Subcategory:</b>	Household Items, Tools and Electrical Products
<b>Source of recall:</b>	Health Canada
<b>Issue:</b>	Electrical Hazard
<b>Audience:</b>	General Public
<b>Identification number:</b>	RA-56712

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#### Joint recall with Health Canada, the United States Consumer Product Safety Commission (US CPSC) and Royal Appliance Mfg. Co.

#### [Affected products](#)

#### Dirt Devil Total Pet Cyclonic Upright Vacuum

##### Product description

This recall involves the Dirt Devil Total Pet Cyclonic Upright Vacuum model numbers UD70210, UD70210RM, and UD70210CA, UPC Code 046034901029, that were manufactured between February 2014 and September 2015.

The affected vacuums can be identified by the first three digits in the manufacture date code which is a four digit code. The first 3 digits of the manufacture date code for all affected vacuums are: B14, C14, D14, E14, F14, G14, H14, I14, J14, K14, L14, A15, B15, C15, D15, E15, F15, G15, H15, and I15.

The model number and manufacture date code can be found on a grey label located on the back of the vacuum.

##### Hazard identified

One of the prongs on the power cord plug can separate from the plug and remain in electrical outlet when the power cord plug is removed from outlet, presenting an electric shock hazard to consumers.

Health Canada has not received any reports of consumer incidents or injuries related to the use of these vacuums.

Royal Appliance has received fourteen reports of prongs separating from the power plug and remaining in the electrical outlet, one of which was received from Canada. Royal Appliance has not received any reports of injuries related to these incidents. Two incidents reported minor damage to an electrical outlet.

##### Number sold

Approximately 9,695 units were sold in Canada and approximately 149,00 units were sold in the United States.

### Time period sold

The vacuums were sold from February 2014 through November 2015 at various retail stores and online.

### Place of origin

Manufactured in China.

### Companies

**Manufacturer** Suzhou Eup Electric Co., Ltd.  
Suzhou  
CHINA

**Distributor** Royal Appliance Mfg. Co.  
Glenwillow  
Ohio  
UNITED STATES

Images (select thumbnail to enlarge)



### What you should do

**Consumers should immediately stop using the recalled vacuums and contact Dirt Devil Customer Service for instructions on how to obtain a replacement product.**

For more information, consumers may contact Dirt Devil customer service toll free at 1-800-373-6290 from 8 a.m. to 6 p.m. ET, Monday through Friday.

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:** 2016-02-02