

Healthy Canadians

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Microsoft Corporation recalls AC Power cords for Surface Pro devices

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Starting date:	February 2, 2016
Posting date:	February 2, 2016
Type of communication:	Consumer Product Recall
Subcategory:	Electronics
Source of recall:	Health Canada
Issue:	Product Safety
Audience:	General Public
Identification number:	RA-56754

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Joint recall with Health Canada, the United States Consumer Product Safety Commission (US CPSC) and Microsoft Corporation

Affected products

AC Power cords for Surface Pro devices

Product description

This recall involves AC power cords sold with Microsoft Surface Pro, Surface Pro 2, and Surface Pro 3 devices prior to March 15, 2015. The cords are black with no serial codes or other markings. Surface Pro and Surface Pro 2 devices have a black case and Surface Pro 3 devices have a silver case, both with the product name on the back of the device toward the bottom. This recall also involves accessory power supply units that include an AC power cord sold separately before March 15, 2015.

The recalled power cords do not have a sleeve on the cord on the end that connects to the power supply.

Hazard identified

The AC power cords can overheat, posing a potential fire or shock hazard.

Health Canada has not received any reports of consumer incidents or injuries to Canadians related to these power cords.

Microsoft Corporation has received eight reports of the AC power cord overheating in Canada. No injuries were reported. In the United States, Microsoft Corporation has received 61 incidents.

Number sold

Approximately 189,603 units of the recalled AC power cords were sold in Canada and about 2.25 million units in the United States.

Time period sold

The recalled products were sold from February 2013 to March 15, 2015.

Place of origin

Manufactured in Taiwan, China and United Kingdom.

Companies

Distributor

Microsoft Corporation
Mississauga
CANADA

Images (select thumbnail to enlarge)



What you should do

Consumers should immediately unplug and stop using the recalled AC power cords and contact Microsoft Corporation for a free replacement.

For more information, consumers may contact Microsoft Corporation toll free at 1-800- 855-7780 from 9:00 a.m. to 5:00 p.m. EST, Monday through Friday or by visiting the [company website](#).

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.

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