



Healthy Canadians

Home > Recalls & alerts

> Share > Contrast > Print

Lutron Electronics Co., Inc. recalls Sivoia QS Triathlon battery-powered roller shades and Serena battery-powered roller shades

[Report a Concern](#)

Starting date:	February 3, 2016
Posting date:	February 3, 2016
Type of communication:	Consumer Product Recall
Subcategory:	Household Items
Source of recall:	Health Canada
Issue:	Fall Hazard
Audience:	General Public
Identification number:	RA-56876

- [Affected products](#)
- [What you should do](#)

Joint recall with Health Canada, the United States Consumer Product Safety Commission (US CPSC) and Lutron Electronics Co., Inc.

Affected products

Certain Serena® and Sivoia QS Triathlon® roller shades

Product description

This recall involves custom-ordered made-to-measure Serena® and SIVOIA QS TRIATHLON® roller shades with the following model numbers:

QSFRJ-S2A13-B; QSFRJ-S2A13-BN; QSFRJ-S2A13-PS; QSFRJ-S2A13-PSN; SYRJ-S2A13-B; SYRJ-S2A13-BN; SYRJ-S2A13-PS; SYRJ-S2A13-PSN; SMR-S2A13; SMR-S2A13-N

The model numbers are printed on a white label located on the shade battery rail, the equivalent support backbone for plug-in & manual shades, or on the inside of the shade fabric wrapped head rail or valance (fascia). Affected shades have the following date codes: W45 to Y46. These codes can also be found on the white label on the side of the head rail. The letter represents the year and the number represents that week of the year (W = 2013, X = 2014, Y = 2015). For example, the code Y46 is for the manufacturing week ending on Friday 11/13/2015. The label on affected shades also contains a product family name at the top of the label – either "Serena" or "Sivoia QS Triathlon".

The majority of the recalled shades are battery-operated and controlled by a Lutron remote control. Some models are plug-in and some are manual. All models are cordless.

Hazard identified

The window shades can become dislodged from their brackets and fall, posing an impact hazard.

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

Lutron Electronics has received reports of 36 incidents of shades falling from mounting brackets. Of those, 3 reports involving 6 shades were in Canada. No injuries have been reported.

Number sold

4625 units were sold in Canada at Home Depot, specialty window shading dealers and online at SerenaShades.com. Approximately 30,000 units were distributed in the United States.

Time period sold

The recalled products were sold from November 2013 through November 2015.

Place of origin

Manufactured in the United States.

Companies

Manufacturer

Lutron Electronics Co., Inc.
6560 Stonegate Dr, Allentown, PA 18106
Allentown
Pennsylvania
UNITED STATES

Images (select thumbnail to enlarge)



What you should do

Consumers should contact Lutron Electronics Co., Inc. immediately for instructions on inspecting their roller shades and for shades at risk of external impact to receive a free repair kit to prevent the shade from falling. Consumers with recalled roller shades installed on doors should contact Lutron Electronics Co., Inc. to receive a free replacement shade.

For more information, consumers can contact Lutron Electronics Co., Inc. toll-free at 844-478-2033 from 8 a.m. to 5 p.m. ET Monday through Friday, or [online](#).

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: 2016-02-03