

Healthy Canadians

[Home](#) > [Recalls & alerts](#)
[Share](#) > [Contrast](#) > [Print](#)

D&M Canada Inc. recalls HEOS 1 Go Pack Lithium Ion Rechargeable Batteries

[Report a Concern](#)

Starting date:	September 20, 2016
Posting date:	September 20, 2016
Type of communication:	Consumer Product Recall
Subcategory:	Electronics
Source of recall:	Health Canada
Issue:	Fire Hazard
Audience:	General Public
Identification number:	RA-60100

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

Joint recall with Health Canada, the United States Consumer Product Safety Commission (US CPSC), D&M Canada Inc. and Denon (US)

Affected products

HEOS 1 Go Pack Lithium Ion Rechargeable Batteries for use with HEOS 1 Speakers

Product description

This recall involves certain HEOS 1 Go Pack lithium ion rechargeable batteries (available in black or white), hexagon-shaped with four blue LED lights and a power button. The batteries are for use with HEOS 1 speakers as part of the HEOS Wireless Multi-Room Sound System. The HEOS speakers are not affected by this recall.

Batteries affected by this recall have the following serial and UPC numbers:

Serial Number	UPC
5xxGxxxxxx	4951035056868 (HEOS1GOPACKBK)
601G913517 to 601G914004	4951035056875 (HEOS1GOPACKWT)

Hazard identified

The battery can overheat, while charging or discharging, posing a potential fire hazard.

Neither Health Canada nor D&M Canada Inc. has received any reports of consumer incidents or injuries related to the use of this product in Canada.

Denon has received 2 reports of incidents outside of the United States involving the affected batteries. No injuries have been reported.

Number sold

Approximately 240 batteries were sold in Canada and 3,100 were sold in the United States.

Time period sold

The recalled batteries were sold from May 1, 2015 to June 30, 2016 at various retailers and online.

Place of origin

Manufactured in China.

Companies

Distributor	D&M Canada Inc. Mississauga Ontario CANADA
Manufacturer	Premium Loudspeakers (Huizhou) Co., Ltd CHINA

Images (select thumbnail to enlarge)



What you should do

Consumers should immediately stop using the affected batteries and contact D&M Canada Inc. to return the affected product for a replacement.

For more information and to determine if their product is affected, consumers may visit the [firm's website](#) or contact D&M Canada Inc. toll-free at 1-844-759-1987 from 10:00 am to 10:00 pm EST Monday to Friday and from 12:00 pm to 8:00 pm EST Saturday.

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: 2016-09-20