

Healthy Canadians

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Expanded Recall: Samsung Electronics Canada Inc. recalls Samsung Note 7 smartphone

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Starting date: October 13, 2016
Posting date: October 13, 2016
Type of communication: Consumer Product Recall
Subcategory: Electronics
Source of recall: Health Canada
Identification number: RA-60560

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Expansion of September 12, 2016 [recall](#)

Affected products

Samsung Note 7 Smartphone

Product description

This expanded recall involves all Samsung Note 7 smartphones including replacement phones provided under the previous [recall](#). The phone comes in black, silver or blue.

The products can be identified by the following:

Colour	Box SKU	UPC	Model Code	Description
Black	SM-N930WZKAXAC	887276171883	SMN930WK64	Black, 64GB
Silver	SM-N930WZSAXAC	887276177229	SMN930WS64	Silver, 64GB
Blue	SM-N930WZBAXAC	887276177243	SMN930WB64	Blue, 64GB

Hazard identified

The Samsung Note 7 smartphone lithium-ion battery has the potential to overheat and burn, posing a potential fire hazard.

Health Canada has not received any reports of consumer incidents or injuries related to the use of this product in Canada.

Samsung Electronics Canada Inc. has received four reports of phone batteries overheating with one report of a minor burn injury to a consumer's forearm with the original Note 7 device. There have been no reported incidents on the replacement Note 7 devices in Canada.

Number sold

Approximately 39,000 of the recalled smartphones were sold or distributed in Canada, of which 22,000 were included in the original recall.

Time period sold

The recalled smartphones were sold or distributed from August 19, 2016 to October 10, 2016 in Canada.

Place of origin

Manufactured in China.

Companies

Importer Samsung Electronics Canada Inc.
 Mississauga
 Ontario
 CANADA

Manufacturer Samsung Electronics Huizhou Co. Ltd.
 CHINA

Images (select thumbnail to enlarge)



What you should do

Consumers should immediately stop using and power down the Samsung Note 7 smartphone and return the phone to their point of purchase for an exchange or device refund. For consumers who purchased their Samsung Note7 on Samsung.com, Samsung Electronics Canada Inc. will e-mail these consumers the details on how to return their device and obtain a device refund.

For more information, consumers may contact Samsung Electronics Canada Inc. by telephone toll-free at 1-855-747-6520 from 9:00am to 9:00pm ET Monday through Saturday.

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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