

Recalls and safety alerts

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NETGEAR, Inc. recalls Power Adapter for Arlo Pro Outdoor Cameras

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| Starting date: | December 5, 2017 |
| Posting date: | December 5, 2017 |
| Type of communication: | Consumer Product Recall |
| Subcategory: | Tools and Electrical Products |
| Source of recall: | Health Canada |
| Issue: | Fire Hazard |
| Audience: | General Public |
| Identification number: | RA-65312 |

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

Affected products

Power adapter for Arlo outdoor cameras

Product description

This recall involves all model VMA4700 NETGEAR power adapters for Arlo outdoor cameras that were sold separately as aftermarket accessories for the Arlo, Arlo Pro and Arlo Go wire-free outdoor cameras. This recall only involves the VMA4700 aftermarket model sold separately. The model number "VMA4700" can be found on the packaging. The part number, 332-10985-01, is marked on the back of the adapter. The black adapter comes with a weatherproof connector on one end and an adapter on the other end. "Arlo" is printed on the front of the adapter. The cord measures about eight feet long.

Hazard identified

Water can leak into the weatherproof connector on the power adapter and cause a short circuit, melting, and overheating, posing a fire hazard.

As of November 23, 2017, the company has received no reports of failure in Canada, and no reports of injuries. In the United States, the company has received seven reports of the power adapter cord melting and overheating, resulting in one fire, and no reports of injuries.

Number sold

Approximately 400 units of the affected products were sold in Canada and approximately 7300 were sold in the United States.

Time period sold

The recalled product was sold from June 2017 to October 2017.

Place of origin

Manufactured in China.

Companies

| | |
|---------------------|--|
| Distributor | NETGEAR, Inc. California California UNITED STATES |
| Manufacturer | PI ELECTRONICS Heng Gang Shenzhen CHINA |

Images (select thumbnail to enlarge)





What you should do

Consumers should immediately stop using the product and contact NETGEAR, Inc. for a full refund.

For more information, consumers may contact NETGEAR, Inc. toll free at 1-866-243-0513 from 9:00 a.m. to 5:00 p.m. CT Monday to Friday or through the [firm's 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.

Date modified: 2017-12-05