

Recalls and safety alerts

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eHeat Inc. recalls Envi High-Efficiency Electric Panel Heaters

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Starting date:	March 15, 2018
Posting date:	March 15, 2018
Type of communication:	Consumer Product Recall
Subcategory:	Household Items
Source of recall:	Health Canada
Issue:	Burn Hazard
Audience:	General Public
Identification number:	RA-66166

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

Affected products

Envi High-Efficiency Electric Panel Heater

Product description

This recall involves Envi High-Efficiency Electric Panel Heaters. The heaters were sold in white or black and measure about 48 cm (19 inches) x 56 cm (22 inches), and 5 cm (2 inches) deep. The model numbers are located on the back of the unit, on the bottom left corner. The affected products have the following model numbers:

- HH1012T
- HH1012T-BK
- HW1012T
- HW1012N
- HW1022T
- HW1022N

Hazard identified

Improper wire crimping by the manufacturer can cause the unit to overheat, smoke, or melt, posing a burn hazard.

As of March 5, 2018, eHeat has received 6 reports of product failures from Canadian customers and no reports of injury. In the United States, the company has received 300 reports of thermal incidents involving the Envi heaters and no reports of injuries.

Number sold

Approximately 700 units of the affected products were sold in Canada and approximately 35,000 were distributed in the United States.

Time period sold

The recalled products were sold from July 2015 to August 2016 in Canada and the United States. Within Canada, the recalled products were available for sale at www.eheat.com.

Place of origin

Manufactured in USA.

Companies

Manufacturer	eHeat, Inc. Tomball Texas UNITED STATES
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Images (select thumbnail to enlarge)



What you should do

Consumers should immediately stop using the recalled heaters and contact eHeat to obtain instructions on how to receive a repair for their unit.

For more information, consumers can contact eHeat toll-free at 1-888-803-0513 from 8:00 a.m. through 7:00 p.m. ET 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.

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