



PRODUCT SAFETY RECALL

Char-Broil, LLC recall the Digital Electric Smoker, Model No. 16202009 (#140722)



This recall involves Char-Broil® Digital Electric Smoker (DES), Model No. 16202009. Bar code: 05709193020097. This information may be found on the back of the smoker in the bottom right corner on the grey label.

The product is a Char-Broil brand Digital Electric Smoker (DES, Model 16202009 manufactured by Zhejiang Fudeer Electric Appliance Co., Ltd. and imported and sold by Kriswell, a subsidiary of Char-Broil, in 2018 it was imported and sold by Char-Broil Nordics and imported and sold by Char-Broil Europe GmbH. The product is designed and intended for use outdoors to cook food with a smoked flavour without the use of charcoal. 7,502 units were distributed between 2018 and 2022.

Why is this product dangerous?

Smoker model 16202009 is substantially similar to a model recalled in the United States and the smokers can leak electric current, posing a shock hazard. One consumer product review has been received in the EU alleging shock, but no other such reported incidents have been identified in Europe. At the time of the US recall, out of over 200,000 units sold in the US over a period of 7 years, Char-Broil identified 79 reports of consumers receiving a minor electric shock from touching the smokers while in use, only one of which included a report of injury (finger blister which developed a few days post-incident). Char-Broil has not been able to establish any clear reason why the performance of the European model should be different, so has accordingly notified this as a safety issue, and proposes two remedies for consumers.



What to do

Consumers should immediately stop using the recalled electric smokers and contact Char-Broil for a free replacement unit or a prorated refund. Consumers can obtain the remedy by phone, or email.

Remedies for consumer

The remedies available to the consumers are a free replacement unit or a prorated refund.

Contact

Consumers should contact Char-Broil toll-free using the below contact information from 9 a.m. to 4 p.m. CET Monday through Friday, email at recalleurope@charbroil.com, or visit us online at one of websites and click on “Products Recalls” under the Support page.

Phone Number	
German	+49 40 360224010
UK	+44 1993 884818
FR	+49 40 360224001

Website Address	
German	https://www.charbroil.de/kategorie-support/produkttrueckrufe
English	https://www.charbroil.co.uk/category-support/product-recalls
French	https://www.charbroil.fr/catégorie-assistance/rappels-de-produit
Danish	https://www.charbroil.dk/kategori-hjælp/produkttilbagekaldelser
Swedish	https://www.charbroil.se/kategori-hjælp/produktaterkallelse

At Char-Broil, the quality of our products and the safety of our consumers are top priorities. We apologize for this inconvenience, and we thank you for your understanding.

Please click the link below for this recall notice in the following languages:

- Italian
- Dutch
- German
- Czech
- Danish
- French
- Greek
- Icelandic
- Lithuanian
- Maltese
- Polish
- Romanian