



# NEWS from CPSC



## U.S. Consumer Product Safety Commission

Office of Information and Public Affairs

Washington, DC 20207

FOR IMMEDIATE RELEASE

[Originally](#) issued February 17, 2000, Last revised October 14, 2004

Release # 00-070

**Company Phone Number: (800)**

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**Note: model type addition, link change**

### CPSC, Cadet Recall In-Wall Heaters; Settle Lawsuit

WASHINGTON, D.C. - The U.S. Consumer Product Safety Commission (CPSC) and Cadet Manufacturing Co., of Vancouver, Wash., announced today the recall of more than 1.9 million Cadet and Encore brand in-wall electric heaters, distributed mainly in California, Idaho, Montana, Oregon and Washington. This recall announcement follows the [resolution of the lawsuit](#) filed by CPSC staff against the company on January 14, 1999.

CPSC alleges that the following Cadet and Encore brand in-wall electric heaters are defective and can overheat and catch fire: models [FW](#), [FX](#), [LX](#), [TK](#), [ZA](#), [Z](#), [RA](#), [RK](#), [RLX](#), [RX](#), [RW](#) and [ZC](#). Flames, sparks or molten particles can spew through the front grill cover of the heater into the living area of a residence, putting consumers at risk from fires, including burn injuries, smoke inhalation and property damage. The heaters also can become energized creating a risk of electric shock.

CPSC is aware of more than 320 reports of heaters that smoked, sparked, caught fire, emitted flames, or ejected burning particles or molten materials. These incidents have allegedly resulted in three deaths, two serious burn injuries and property damage claims exceeding \$1.2 million, which include five partial or total house fires.

The heaters that are part of today's recall announcement are the following models of Cadet and Encore brands: [FW](#), [FX](#), [LX](#), [TK](#), [ZA](#), [Z](#), [RA](#), [RK](#), [RLX](#), [RX](#), [RW](#) and [ZC](#). The brand and model are located on a label on the front of the heat box, behind the grill. Before removing the grill to check the identification label, consumers must disconnect the power supply to the heater at the circuit breaker. If power is not disconnected, consumers risk electrocution and shock.

Cadet is offering consumers replacement heaters at a significantly reduced cost. Each heater will cost between \$25 and \$57, depending on the model. Consumers who already have replaced the recalled units from October 23, 1997, until today can file a claim for partial reimbursement for \$25 per heater. Consumers must register to participate in this recall by February 17, 2002. To register, contact Cadet anytime at (800) 567-2613 or at [http://www.cadetco.com/upgrade\\_program.php#recall](http://www.cadetco.com/upgrade_program.php#recall).

CPSC routinely requires companies to pay the full costs associated with recalls. In this case, Cadet has recently emerged from bankruptcy and is unable to provide free replacements or full reimbursements.

In October 1997, Cadet recalled its model FW, FX, LX and ZA heaters to replace defective over-temperature black plastic limit switches. By December 1997, Cadet informed CPSC that it could no longer pay the full costs of the recall, and that the number of heaters involved were far greater than it had originally known. While attempting to resolve the problems with the limit switch recall, the CPSC staff discovered additional problems with the heaters involved in the 1997 recall, as well as problems with some other Cadet and Encore models. In addition to the switch defect, the heating elements and internal wiring connections are defective and can fail. Even if consumers have had the heaters' switches repaired, the heaters have additional problems and need to be replaced.

CPSC strongly urges consumers to participate in this recall. Since the recalled heaters pose a fire hazard until they are replaced, consumers should have at least one fully operational smoke detector on every floor of their home, especially near bedrooms. To ensure that the detector's batteries are working, test the detector every month. Consumers also should have a well-defined and rehearsed escape plan and an alternate escape plan in the event of a fire. You can get information about this from "Your Home Fire Safety Checklist" ([pdf version](#)) or ([text version](#)). To obtain a free hard copy of this publication, write to CPSC, Washington, D.C. 20207.

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CPSC is still interested in receiving incident or injury reports that are either directly related to this product recall or involve a different hazard with the same product. Please tell us about it by visiting <https://www.cpsc.gov/cgibin/incident.aspx>

The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of serious injury or death from thousands of types of consumer products under the agency's jurisdiction. The CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical, or mechanical hazard. The CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters, and household chemicals - contributed significantly to the decline in the rate of deaths and injuries associated with consumer products over the past 30 years.

To report a dangerous product or a product-related injury, call CPSC's Hotline at (800) 638-2772 or CPSC's teletypewriter at (301) 595-7054. To join a CPSC e-mail subscription list, please go to <https://www.cpsc.gov/cpsclist.aspx>. Consumers can obtain recall and general safety information by logging on to CPSC's Web site at [www.cpsc.gov](http://www.cpsc.gov).

