

IMPORTANT SAFETY NOTICE

Recall to Repair Certain Knob-Control Electric Radiant Cooktops Sold Under GE Brand

Hazard: The cooktop's burners can remain on after use even after being turned to the "off" position due to misaligned burner knob stems and fractured burner knob components, posing a burn hazard to consumers.

Recalled Product: This recall involves two models of GE-brand JP3030 knob-control electric radiant cooktops manufactured between July 2022 and September 2022. The model number, UPC code, and serial number for each unit are printed on the permanent on-product label located on the bottom of the unit, close to the front left burner location.

Remedy: Consumers should contact MC Commercial Inc. to determine if their unit is part of the recall, to schedule a free home service call to have their cooktop's burner knob assembly replaced, and for instructions for safe use pending repair.

https://geappliances.ca/en_CA/Recall or

Call toll-free at 1-833-607-3322

From 8 a.m. and 5 p.m. ET Monday through Friday

Recalled Models: Only cooktops with one of the model numbers below and with a serial number that starts with one of the prefixes below and/or in the ranges listed below are included in this recall. Consumers should locate the model and serial numbers on the product's rating label before contacting MC Commercial Inc.

Model Number	UPC Code	Serial Number or Serial Number Prefix
JP3030DJ4BB	084691809609	LT081195Q – LT081286Q MT- RT- ST-
JP3030SJ4SS	084691809074	LT015466Q – LT015467Q LT048419Q – LT048420Q LT073851Q LT129159Q – LT129183Q MT- RT- ST-



GE APPLIANCES
a Haier company

mabe

November 30, 2023

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Recall Website: https://geappliances.ca/en_CA/Recall

Recall Hotline: **1-833-607-3322**

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Dear Valued Partner,

MC Commercial Inc. (Mabe) and GE Appliances, a Haier company (“GE Appliances” or “the Company”), in cooperation with Health Canada, has announced a voluntary recall of GE-branded JP3030 knob-control electric radiant cooktops manufactured between July 2022 and September 2022. The recall is due to the risk that the cooktop’s burners can remain on after use even after being turned to the “off” position due to the potential for misaligned burner knob stems and fractured knob components, posing a burn hazard to consumers.

This recall involves approximately 135 built-in 30”-wide knob-control electric radiant cooktops. These cooktops were manufactured between July 2022 and September 2022, and were sold in Canada under the GE brand name and JP3030 model category. In the USA, the Company has received consumer reports of affected units failing to accurately regulate temperature and/or remaining on after being turned to the “off” position. No injuries or fatalities have been reported in Canada or the USA.

This recall is limited to the two models with the serial number ranges listed below. Photographs below will assist you in locating the cooktop’s model and serial number location on any physical units. Only units produced between July 2022 and September 2022 are affected. Our records show that you may have purchased and resold one or more affected units.

ACTIONS RETAILERS/CUSTOMERS SHOULD TAKE

- If you have not already done so, please search your inventory to determine if you have any recalled units in stock.
- In the event you identify any recalled units, please place a stop sale on those units, quarantine the units, and follow the directions in the SOP that accompanied this notice to arrange for the return of recalled units to Mabe.
- Please review your sales records to identify any consumers who purchased an affected unit so we can notify them. You can send consumer contact information to GEA’s recall vendor at GECooktopmodel-JP3030.Recall@mabe.ca. Mabe will then directly notify those consumers via one or more Health Canada approved methods.
- Attached is a retail poster that Health Canada hopes retailers will post in retail stores. Please print and display this sign in a prominent location for 120 days, until March 29, 2024.

WHAT CONSUMERS SHOULD DO

Mabe and GE Appliances are working with Health Canada to notify consumers, including notifications via a press release, a recall notice on Mabe's website, and by sending a letter or other approved direct communication to all known consumers who purchased an affected unit.

Consumers who believe they may have an affected unit should check the model and serial number label of their cooktop, which is found on the bottom of the unit near the location of the front left burner. Consumers can then check to determine if their unit is covered by the recall by visiting our recall website at https://geappliances.ca/en_CA/Recall or calling the Recall Hotline toll free at 1-833-607-3322 from 8 a.m. to 5 p.m. ET Monday through Friday to arrange for an in-home, Health Canada repair of their unit at no cost.

Consumers should not return a recalled unit to the store where they purchased it. Instead, consumers should contact Mabe to arrange for the Health Canada approved repair.

RECALLED UNITS

Only cooktops with one of the model numbers below and with a serial number that starts with one of the prefixes below and/or in the ranges listed below are included in this recall. Consumers should locate the model and serial numbers on the product's rating label before contacting Mabe.

Model Number	UPC Code	Serial Number or Serial Number Prefix
JP3030DJ4BB	084691809609	LT081195Q – LT081286Q MT- RT- ST-
JP3030SJ4SS	084691809074	LT015466Q – LT015467Q LT048419Q – LT048420Q LT073851Q LT129159Q – LT129183Q MT- RT- ST-

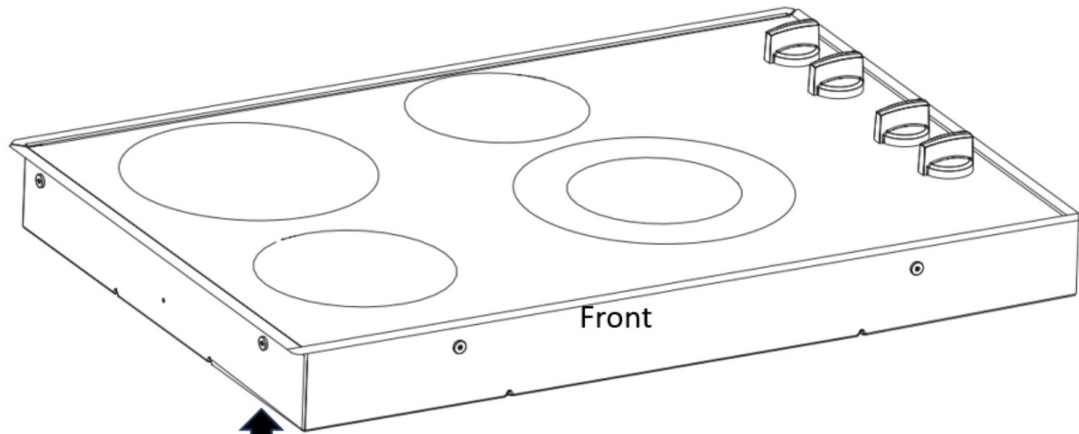
Photographs



Recalled GE electric radiant cooktop, model no. JP3030DJ4BB

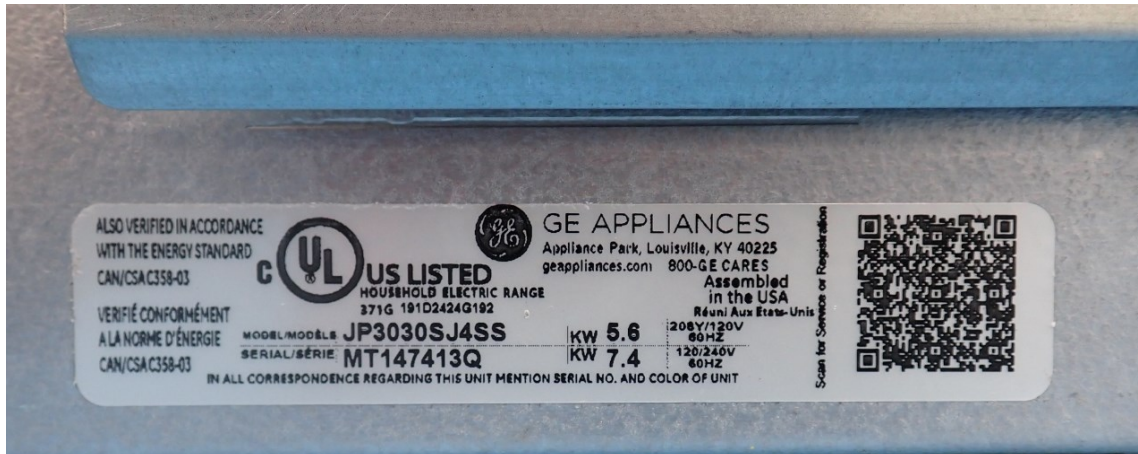


Recalled GE electric radiant cooktop, model no. JP3030SJ4SS



Cooktop Serial
Plate Location

Location of cooktop product label



Close-up of recalled cooktop product label