

## **Samsung Announces Recall Update and Corrective Remedy for Certain Samsung Top Load Washers**

Mississauga, ON – November 4, 2016 -- Samsung Electronics Canada Inc. today reaffirmed its commitment to consumer safety and satisfaction with the announcement that it will provide consumers affected by the recalled Samsung and Samsung manufactured Kenmore top load high efficiency washers with a corrective remedy. Affected top load high efficiency washers were manufactured between March 2011 and April 2016, including two models manufactured up until June 2016, and two additional models manufactured up until October 2016.

The remedy announcement is in response to reports highlighting the risk that the drums in these washers may lose balance, triggering excessive vibrations, resulting in the top separating from the washer. This can occur when a high-speed spin cycle is used for bedding, bulky or water-resistant items and present an injury risk to consumers. To date there have been no reported injuries in Canada.

“Our top priority is to reduce any safety risks in the home and provide consumers with easy choices in response to the recall,” says Warner Doell, VP, Home Appliances, Samsung Electronics Canada. “Together with regulators and our partners we are moving quickly to ensure consumers know their options and that any disruption in the home is minimized. We understand that this repair may pose an inconvenience to consumers and we sincerely apologize.”

Consumers with a recalled washer will be offered two easy choices as part of the recall program.

The first option is a free in-home repair that includes a structural reinforcement of the machine and a new control panel guide. Consumers who choose the in-home repair will receive a one-year extension of the manufacturer’s warranty, regardless of the age of their washer.

The second choice is a rebate that can be applied towards the purchase of a new washer from Samsung. The rebate amount is based on the manufacture date and model of the recalled washer. A loyalty incentive has already been added to the rebate amount to thank our customers for staying with Samsung.

As an added safety measure, affected customers will begin to receive a Home Label Kit in the mail. The kit will include step-by-step instructions for applying safety information to the machine and includes a new control panel guide (excluding mid-control models) that will effectively reduce the spin speed in the bedding cycle, two warning labels and a user manual supplement.

Details regarding the remedy and information for consumers who have not yet registered their affected model can be found at the following websites:

- Samsung models: <http://www.samsung.com/ca/TopLoadWasherRemedy>
- Kenmore models manufactured by Samsung: <http://www.samsung.com/ca/KenmoreTopLoadWasherRemedy>

Alternatively, if consumers are experiencing any issues with their online registration they can call 1-855-291-6251; Kenmore specific consumers can call 1-855-291-6252 to resolve any other questions or concerns.

Until the repair is completed or the washer exchanged or the Home Label Kit applied, Samsung is advising owners of the affected washers to use the delicate cycle when washing bedding, bulky or water-resistant items.