



## URGENT - PRODUCT RECALL

Certain KitchenAid 1.7 Liter Electric Kettles may cause burn hazard

February 20, 2018

Dear Valued Trade Partner:

Whirlpool Corporation, in cooperation with the U.S. Consumer Product Safety Commission and Health Canada, is conducting a voluntary recall of certain KitchenAid 1.7 Liter Electric Kettles. This decision was made following recent customer reports that found that the handle on the kettle may become loose or separate from the body, posing a potential safety hazard. We are seeking your cooperation and assistance in locating consumers who may have purchased an affected model.

This recall involves electric kettles that were manufactured by an external supplier from June 2013 through June 2017, and sold in Canada.

The products involved are models within the specified serial number range as shown in the table at the end of this letter.

We would ask that you immediately suspend sales of the kettle models in question and check your stocks, immediately and no later than the end of February, to ascertain whether you have any of the affected units. Kettles produced within the affected serial number range (please refer to the appliance label/serial number guide below) should be returned to KitchenAid through your normal return process by the end of February. Kettles produced after the serial number range in question are not affected and can be sold as normal.

If you have distributed this kettle model to additional trade partners, please forward the details of this recall along immediately so they can also stop sale and return products by the end of February.

Please access the following website to submit your consumer information:

[www.whirlpoolwebworld.ca](http://www.whirlpoolwebworld.ca). For more information call Whirlpool Corporation at 800-874-0608 or contact your account manager.

Consumers will be receiving individual letters directing them to call a recall hotline at 800-874-0608 from 8:00 a.m. to 8:00 p.m. EST Monday through Friday. Consumers may also access information at [repair.whirlpool.com](http://repair.whirlpool.com).



We have included an example of a poster which you may choose to place in an appropriate location in your store. Please do not post prior to February 20.

Any media inquiries should be directed to the Whirlpool Corporation Media Line at [media@whirlpool.com](mailto:media@whirlpool.com) or 269-923-7405.

We apologize for any inconvenience this may cause and appreciate your assistance in locating owners of affected kettles.

Please be aware that this recall may be monitored by Health Canada for compliance.

Thank you for your cooperation in this important matter.

Sincerely,  
Whirlpool Corporation

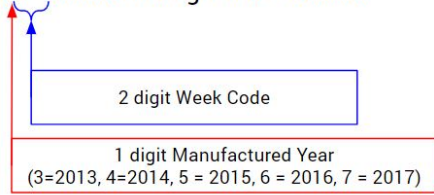


<b>Model Numbers</b>	
KEK1722SX (Stainless)	RKEK1722SX (Stainless)
KEK1722ER (Red)	RKEK1722ER (Red)
KEK1722OB (Black)	RKEK1722OB (Black)
KEK1722WH (White)	RKEK1722WH (White)
KEK1722QG (Liquid Graphite)	RKEK1722QG (Liquid Graphite)
KEK1722CS (Cocoa Silver)	RKEK1722CS (Cocoa Silver)



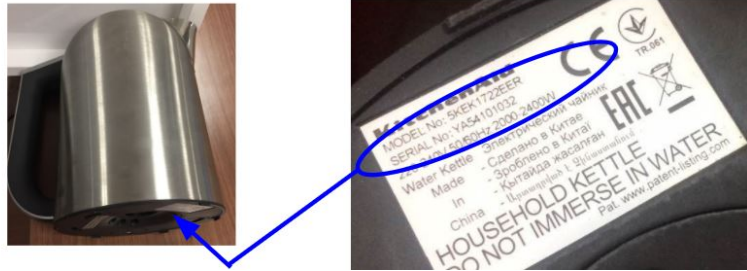
**Serial Number Range**

YA325xxxxx through YA724xxxxx



**Model and Serial Number Location (Product)**

Located on the bottom of the Kettle



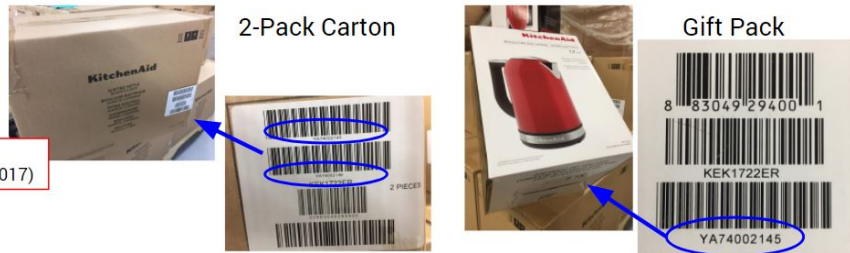
**Serial Number Range**

YA325xxxxx through YA724xxxxx



**Model and Serial Number Location (Cartons)**

Located on the carton tag and the gift pack label



**Important Safety Recall Notice**

Whirlpool Corporation, in cooperation with the CPSC and Health Canada, has voluntarily agreed to replace certain KitchenAid 1.7 Liter Electric Kettles manufactured between June 2013 and June 2017. The handle can loosen and separate from the kettle posing a potential safety hazard.

**Stop using your electric kettle and call the Whirlpool Hotline at 800-874-0608.**



**Serial Number Range**

YA325xxxxx through YA724xxxxx



**Model and Serial Number Location (Product)**

Located on the bottom of the Kettle



**Model Numbers**

- KEK1722SX      RKEK1722SX
- KEK1722ER      RKEK1722ER
- KEK1722OB      RKEK1722OB
- KEK1722WH      KEK1722WH
- KEK1722QG      KEK1722QG
- KEK1722CS      RKEK1722CS

Serial Range YA325\*\*\*\*\*  
thru YA724\*\*\*\*\*

Models affected were  
manufactured from  
June 2013 through June 2017

**800-874-0608**

Please call the Whirlpool Hotline from 8:00am to 8:00pm EST Monday through Friday with your model and serial numbers. Or visit [repair.whirlpool.com](http://repair.whirlpool.com) to see if your model is affected and to register.

[www.kitchenaid.ca/en\\_CA/customer-service](http://www.kitchenaid.ca/en_CA/customer-service)