

Hisense Recalls 5S Tumble Dryers



Product Details

Brand: Hisense

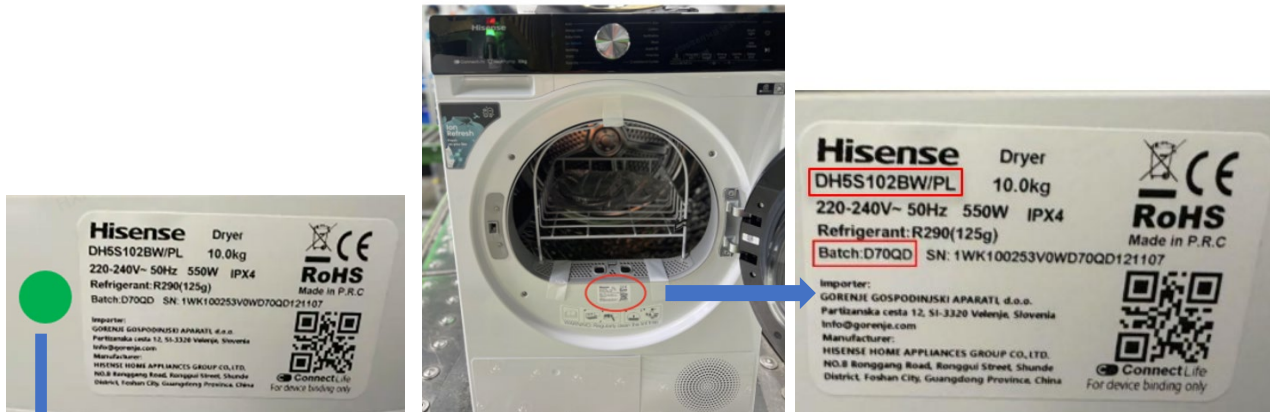
Product Name: Tumble Dryer

Affected Production Period: November 2024 – March 2025

Models Affected: DH5S102BB, DH5S102BB/PL, DH5S102BW, DH5S102BW/PL, DH5S102BW/UA, DH5S902BW

D701A	D70J3	D70R6	D70T4	D70WK	D710J	D719T	D81KU
D701E	D70J6	D70R7	D70TC	D70WL	D710W	D71C5	D81U6
D702P	D70MB	D70R8	D70TD	D70WU	D710X	D71DF	D70HY
D702Q	D70MC	D70R9	D70TX	D70X2	D710Z	D71E9	D70R2
D704E	D70MD	D70RD	D70TY	D70X4	D711Z	D71F4	D70S8
D704H	D70MN	D70RL	D70U2	D70X6	D712E	D71F6	D70WC
D705Q	D70P3	D70RM	D70U5	D70XC	D712G	D71FR	D710E
D705R	D70P4	D70RN	D70U7	D70ZS	D713K	D71FY	D716B
D70DY	D70QD	D70RQ	D70U8	D70ZX	D713L	D71G1	D81H7
D70E9	D70QN	D70RT	D70UW	D70ZY	D715Z	D71KE	
D70FF	D70QR	D70S0	D70VR	D70ZZ	D716A	D71MA	

Product identification numbers and batch numbers can be found inside the door on the label:



Important: The green dot indicates the device was inspected before sale. Therefore, the issue described in this document is not related to the product in your possession.

Spread the word about this recall, especially if you know that the recalled product was offered, lent or sold to someone else

Why is this product dangerous?

Issue Summary

We have identified a safety risk in certain units of the Hisense Tumble Dryers outlined above. The compressor wiring harness may be damaged due to contact with the support drum wheel. This can lead to overheating and potential hazards.

Affected Regions

This recall affects products sold in the following countries:

Czech Republic, Croatia, Denmark, France, Germany, Ireland, Netherlands, Poland, Romania, Sweden, Spain, Albania, Armenia, Bosnia and Herzegovina, Montenegro, Serbia, UK & Ireland.

Regulatory Compliance

This recall is conducted in accordance with Regulation (EU) 2023/988, Articles 35 and 36, and complies with labelling and traceability obligations under Article 9(8). National market surveillance authorities have been notified via the Safety Business Gateway.

What to do

If you own one of the affected products:

1. **Stop using** it immediately.
2. Check the model and batch number to confirm if your unit is affected.
3. Contact our support team to arrange a free in-home inspection and repair.

Important: If your device was manufactured outside of the period from the affected product, we can confirm that this issue is not relevant to your product.

Remedies for Consumers

Consumers are entitled to:

- Free in-home inspection
- Free repair of the affected unit (if necessary)

Contact Information

Please reach out to our customer service for assistance:

Hotline: +353 (0)1 2552616

Email: productrecall.gb@hisense.com

Spread the word about this recall, especially if you know that the recalled product was offered, lent or sold to someone else

Apology and Commitment

We sincerely apologize for any inconvenience or concern caused. At Hisense, customer safety is our top priority, and we are committed to resolving this issue swiftly and transparently.

Help Us Spread the Word

If you know someone who may have received, purchased, or borrowed this product, please share this recall notice with them.

Spread the word about this recall, especially if you know that the recalled product was offered, lent or sold to someone else