

Fire Related Product Recall Notice



Date issued: 12 October 2016

Samsung Galaxy Note 7

Samsung Electronics New Zealand Limited has issued a product recall on the Samsung Galaxy Note 7 sold worldwide and in New Zealand through various retailers and their online store.

Problem

The product is being recalled because of a risk of overheating. This may lead to some units smoking or catching fire.



Details

Only Samsung Galaxy Note 7 models are included in this recall. The Model Number begins with 'SM-N930'. Other Samsung smartphones are not affected.

What to do

Stop using the Galaxy Note 7 immediately. Turn off the power and do not charge or operate the product. Customers are advised to go to the store they purchased their Galaxy Note 7 from. For online purchases please either visit the relevant operator store or call Samsung on their 24 hour call centre 0800 726 786.

Samsung have ceased production of the Galaxy Note 7 so they will replace the phone with a similar model, such as a Galaxy Note 6, or offer you a refund.

There may be a delay in providing the free replacement of approximately 4 weeks. If you do not wish to wait that long Samsung have other alternatives for you including providing a loan phone to use in the interim.

Contact

For more information contact Samsung Electronics New Zealand Limited at Samsung.com or on 0800 726 786.

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