



Product Recall Notification

08 June 2022

Atty. Melquiades Marcus N. Valdez II

Director

Consumer Protection and Advocacy Bureau

Subject: Product Recall of METALLISK Espresso Maker

Dear Sir,

Greetings!

Today Ikano (Philippines), Inc. or IKEA PH made a public announcement for a product recall of METALLISK through its website, in-store and in social media via Facebook.

Below are relevant information:

Product name	METALLISK Espresso Maker with date stamps (batch codes) between 2040 and 2204 (yyww).
Reason for Recall	IKEA is recalling METALLISK espresso maker for hob 0.4 l with the stainless steel as the product can burst during use.
Background of the issue	<p>Last year IKEA of Sweden started to receive increasing number of bursting incident reports of the METALLISK espresso maker. A total of 13 alarms (IKEA incident reports) were reported globally from South Korea, France, Finland, Italy, Poland, Netherlands, Sweden, Canada & Romania where the METALLISK espresso maker 0.4 l with the stainless steel safety valve burst. Four involved injuries, and out of the four, three required medical attention & are from France, Poland and Canada. As of today there has not been a single report locally.</p> <p>From the investigation IKEA of Sweden noticed that the alarms started to come after the material for the product safety valve was changed from brass to stainless steel. Since then IKEA has conducted extensive evaluation of the root cause and several tests have been performed since January 2022. Product is fully compliant to EN 13248 standard.</p> <p>Bursting incident can only happen when the water is blocked from travelling through the coffee ground into the upper container.</p>
Action	Product recall: METALLISK espresso maker with the stainless-steel safety valve can be returned to any IKEA store for a full refund. Proof of purchase (receipt) is not required.

Safety is a top priority for IKEA and therefore we are recalling the METALLISK espresso maker with the stainless-steel safety valve to protect the Filipino consumers from the potential risk of bursting incidents while using the said product.

Should you need further information below are the contact details:

Phone: +63 9173267063

Email: cristina.enriquez@ikano.asia

For customer concerns:

Phone: +63 8888 IKEA(4532)

Email: customerservice.ikeaph@ikano.asia

Thank you.

Respectfully yours,



Cristina Enriquez

Public Affairs and PR&C Manager

Annex A: Communication Material



IKEA is recalling METALLISK espresso maker for hob 0.4 l with the stainless steel safety valve, date stamps between 2040 and 2204, as the product can burst during use



METALLISK espresso maker for hob 0.4 l

IKEA urges all customers who own METALLISK espresso maker for hob 0.4 l with the stainless steel safety valve, to stop using it and to contact IKEA for a full refund.

Safety is a top priority for IKEA and therefore we are recalling METALLISK espresso maker with the stainless-steel safety valve, due to an increased risk of the product bursting during use. The risk has increased after a change of material and construction of the safety valve therefore only the products with the stainless steel safety valve (silver/grey in color), are included in the recall. No other units are affected by this recall.

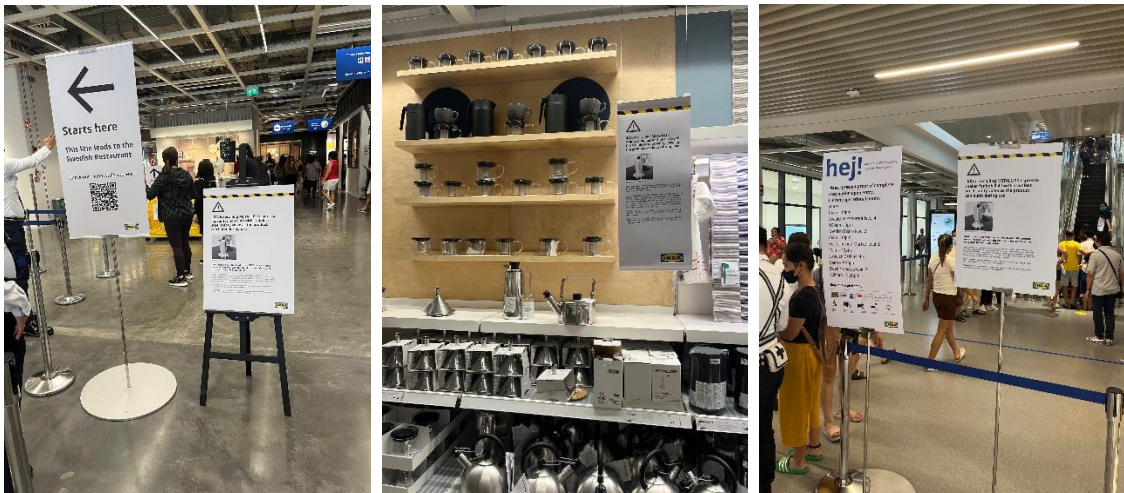
METALLISK espresso maker with the stainless-steel safety valve, can be returned to any IKEA store for a full refund. Proof of purchase (receipt) is not required.

IKEA apologizes for any inconvenience this recall may cause. For more information, visit [IKEA.ph/METALLISKrecall](https://ikea.ph/METALLISKrecall).

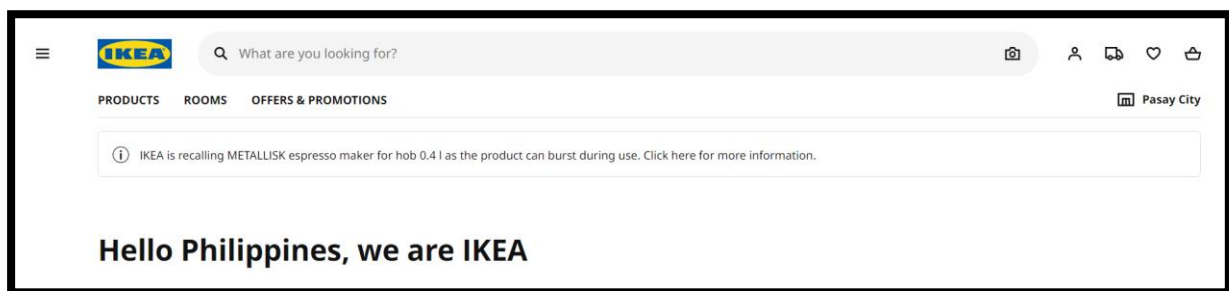


Annex B: Communication Channels

In-store



IKEA PH Website



Social Media

