



BISSELL Homecare, Inc.

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Important Recall Notice for Retailers

SUBJECT: BISSELL® Steam Shot™ Handheld Steam Cleaners Model Series 39N7 and 2994

In cooperation with the U.S. Consumer Product Safety Commission (CPSC), BISSELL is conducting a voluntary recall of the following products because the product can, in rare instances, expel hot water or steam onto users while hearing or during use, posing a hazard of minor burns. Consumers will receive either a \$60 digital credit to BISSELL.com or a \$40 refund, at their election.

Only the following models are affected by this voluntary recall: 39N7, 39N71, 39N72, 39N73, 39N75, 39N76, 39N77, 39N78, 39N79, 39N7A, 39N7B, 39N7D, 39N7E, 39N7F, 39N7M, 39N7N, 39N7P, 39N7Q, 39N7T, 39N7V, 39N7W, 29946, 29947, 29948, 29949, 2994B, and 2994W.

If you still have stock of this product, to the extent you have not already done so, please stop sale of these products immediately, secure affected stock, and contact BISSELL for instructions on returning them.

Enclosed please find a retail poster which should be made available to your consumers at point-of-sale. These posters should be displayed in a conspicuous location in your stores, such as at the entrance, exit, or department where sold, for 120 days. The CPSC will be monitoring the display of the posters.

Should you have any questions regarding this program or the display of the posters, please contact your BISSELL representative.

If your customers have questions, please ask them to stop using the product and contact BISSELL by going to www.BISSELL.com/steamshotrecall, emailing RecallNA@BISSELL.com, or calling toll-free at 855-417-7001 from 9 a.m. to 9 p.m. ET Monday through Friday and 9 a.m. to 8 p.m. ET on Saturday.

Finally, also enclosed is a Product Recall Notice for end-user customers. We ask that you please send this notice to any customers for whom you have contact information and confirm to your BISSELL representative that you have done so.

The public announcement of this recall will be issued on July 18, 2024.

***Note: It is a violation of Federal Law for any retailer to sell, offer for sale, or distribute any product covered by this recall.**

We regret any inconvenience this situation may cause and thank you for your cooperation and continued support.

Sincerely,

BISSELL Team