



FREQUENTLY ASKED QUESTIONS 21259 LED165/M400/740 RECALL

FAQs for GE Lighting's Recall Website

Q: Why is GE Lighting recalling this product?

A: In cooperation with the U.S. Consumer Product Safety Commission, GE Lighting has voluntarily announced a recall of its 21259 LED165/M400/740 because the lamp can separate from its base and fall onto consumers below, posing an impact hazard.

Q: What is the issue that prompted the recall?

A: In certain fixtures, arcing may occur in the socket when poor contact is made between the socket and lamp. When this occurs the lamp may heat up and melt the base causing separation of the heat sink from lamp base, and this poses a fall risk of the lamp. GE has received four reports of lamps falling, but no injuries have been reported.

Q: What models/Product Codes are affected by this issue?

A: One product: Product Code 21259, Model LED165/M400/740. Date codes are K213 and K245.

Q: How can I tell if my lamp is affected?

A: The affected products can be identified by matching the model and date code with those identified above. That information is located above the base of the lamp. Other identifying information can be found in the CPSC press release located here: www.cpsc.gov/en/Recalls/2016/GE-Lighting-Recalls-High-Intensity-LED-Replacement-Lamps/ and on GE's recall page found here: www.gelighting.com/recall.

Q: What will the repair solution/remedy be?

A: A tether kit will be used to support the lamp. This will prevent the lamp from falling. For already installed lamps a free-of-charge kit will be shipped to the

customer which can be installed onsite at their location(s). Instructions are included with the kit on how to install. End users can contact GE Lighting for their kits by calling 1-800-338-4999 or submitting online at lightingconcerns@ge.com. GE Lighting will issue Return Goods Authorizations (RGAs) to distributors for their unsold inventory so GE Lighting can add the kit. GE Lighting's recall plan and repair have been reviewed and approved by the U.S. Consumer Product Safety Commission (CPSC).

Q: How do I get a kit?

A: For lamps that are already installed in the field please call 800-338-4999 or submit your kit request via email at lightingconcerns@ge.com. GE will send the kit to the end user free of charge.
