

30-pint 2010 Dehumidifier Recall – Midea FAQs

1. Q. How can I tell if my dehumidifier is affected by the recall?

A. There are two steps. The first step is to check the top of the dehumidifier near the digital controls for the brand name “GE.” Any other brand name is not part of this repair program.

The second step is to check the back of the dehumidifier for the Model Number. Only 30-pint models are included in the repair program. First find the Model Number on the label on the back of the dehumidifier. The repair program covers “GE” units with model number ADKW30LN. Any other Model Numbers are not part of this repair program.

2. Q. How can I take advantage of the recall?

A: You may continue to register with me or you may visit the dehumidifier verification and registration website at www.recallverification.com to check if your dehumidifier is affected by the recall and to obtain additional information on how to send in your dehumidifier for repair.

3. Q. What is the problem with my dehumidifier?

A. There can be a risk of fire inside the unit if a short circuit occurs within the dehumidifier’s compressor assembly. With approximately 15,500 produced, we have received no reports of injury or damage to other property. As part of our dedication to product quality and safety, and in cooperation with the U.S. Consumer Product Safety Commission, we have decided as a precautionary measure to implement a voluntary corrective program with respect to these dehumidifiers that involves a free repair at an service center.

4. **Q. My dehumidifier appears to be operating okay. Can I continue to use it?**
- A. No. Even though your product appears to be safe, we are asking all consumers to immediately stop using the product and participate in the recall by returning the product to the service location we provide for a free repair.
5. **Q. I no longer have the receipt for the product. Can I still obtain the repair?**
- A. Yes You can still get the repair without a receipt.
6. **Q. How long will it take for me to get a repair?**
- A. The repair/replacement will take on average approximately 20 days. Midea will send registered consumers a call tag package to ship the unit back at no charge to the consumer. Once packaged, the consumer can either drop the dehumidifier off at the shipping location or call to arrange for a pickup at their home. The dehumidifier will be shipped back promptly after it is repaired. We apologize for any inconvenience and assure you we are working as quickly as possible to repair your product.
7. **Q. Can I repair the product myself?**
- A. No. Please take advantage of the free ship-back service to allow the service center to make the free repair.
8. **Q: I'm unable to package my dehumidifier up for return (because of a health condition, etc.). What am I supposed to do?**
- A. Please call the toll free number at 1-855-861-2799