



UNITED STATES
CONSUMER PRODUCT SAFETY COMMISSION

Rheem Recalls to Repair Water Heaters Due to Fire and Burn Hazards; Sold Exclusively at Home Depot

552

The control panel on the Performance Platinum water heaters can overheat.

Print

Recall date: May 26, 2016

Recall number: 16-177

Name of product:

Rheem electric water heaters

Hazard:

The control panel on the water heaters can overheat, posing fire and burn hazards.

Remedy:

[Repair](#)

Consumer Contact:

Rheem toll-free at 866-369- 4786 from 7 a.m. to 7 p.m. CT Monday through Saturday and from 8 a.m. to 3:30 p.m. CT on Sunday or online at www.rheem.com and click on Recall Information for more information.

[Report an Incident Involving this Product](#)

Units

About 54,000

Description

This recall involves Rheem brand “Performance Platinum” electric water heaters in 40, 50 and 80 gallon capacities. The recalled water heaters are gray and have the “Performance Platinum” Rheem logo decal on the front above the thermostat control panel. The water heaters have a rating plate near the bottom of the unit with the model number, date of manufacture and serial number. Recalled water heaters have the following model number and have a serial number within the following ranges:

Model Number	Serial Number Ranges	Date Code
XE40M12EC55U0A0114XXXXX to A5214XXXXX		01Jan2014 – 21Dec2014
M0114XXXXX to M5214XXXXX		
Q0114XXXXX to Q5214XXXXX		
		30Jan2015
A0515XXXXX		
		03Mar2015 – 13Apr2015
A1015XXXXX to A1615XXXXX		

XE50M12EC55U0A0114XXXXX to A5214XXXXX	01Jan2014 – 21Dec2014
M0114XXXXX to M5214XXXXX	
Q0114XXXXX to Q5214XXXXX	
A0515XXXXX	30Jan2015
A1015XXXXX to A1615XXXXX	03Mar2015 – 13Apr2015
XE50T12EC55U0 A0114XXXXX to A5214XXXXX	1Jan2014 – 21Dec2014
M0114XXXXX to M5214XXXXX	
Q0114XXXXX to Q5214XXXXX	
XE80T12EC55U0 A0114XXXXX to A5214XXXXX	1Jan2014 – 21Dec2014
M0114XXXXX to M5214XXXXX	
Q0114XXXXX to Q5214XXXXX	

Incidents/Injuries

The firm has received 296 reports of control panels overheating, including one report of a fire which resulted in \$5,800 in property damage. No injuries have been reported.

Remedy

Consumers should immediately turn off and stop using the recalled water heaters. Consumers should contact Rheem to request a free repair by a Rheem field technician.

Sold exclusively at

The Home Depot stores nationwide and online from January 2014 through April 2016 for between \$450 and \$720.

Manufacturer(s)

Rheem Sales Company Inc., of Montgomery, Ala.

Distributor(s)

Rheem Sales Company Inc., of Montgomery, Ala.

Manufactured in

U.S. and Mexico

The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of injury or death associated with the use of thousands of types of consumer products under the agency’s jurisdiction. Deaths, injuries, and property damage from consumer product incidents cost the nation more than \$1 trillion annually. CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical or mechanical hazard. CPSC’s work to help ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters and household chemicals -- contributed to a decline in the rate of deaths and injuries associated with consumer products over the past 40 years.

Federal law bars any person from selling products subject to a publicly-announced voluntary recall by a manufacturer or a mandatory recall ordered by the Commission.

To report a dangerous product or a product-related injury go online to www.SaferProducts.gov or call CPSC’s Hotline at 800-638-2772 or teletypewriter at 301-595-7054 for the hearing impaired. Consumers can obtain news release and recall information at www.cpsc.gov, on Twitter [@USCPSC](https://twitter.com/USCPSC) or by subscribing to CPSC’s [free e-mail newsletters](#).



Recalled Rheem brand Performance Platinum electric water heater.



Rating Plate Location

The rating plate is located near the bottom of the unit.



The rating plate shows the model number, date of manufacture and serial number.



The Performance Platinum Rheem logo decal is on the front above the thermostat control panel.