



*U.S. Consumer Product Safety Commission – Fast Track Recall-Health  
Canada*

**Recall Date:** December 5, 2017

Recall Number: 18-DRAFT FOR CLEARANCE

## **Netgear Recalls Power Adapters for Outdoor Cameras Due to Fire Hazard**

### **Recall Summary**

**Name of Product:** Power adapters for outdoor Arlo cameras

**Hazard:** Water can leak into the weatherproof connector on the power adapter and cause a short circuit, melting, and overheating, posing a fire hazard.

Remedy: Refund

Consumers should immediately stop using the recalled power adapters, unplug them from the camera and contact Netgear for a full refund.

### **Consumer Contact:**

Netgear toll-free at 866-243-0513 from 9 a.m. to 5 p.m. CT Monday through Friday or online at [www.arlo.com](http://www.arlo.com) and click on the recall tab at the top of the page for more information.

### **Recall Details**

**Units:** About 7,300 (In addition, about 400 were sold in Canada)

### **Description**

This recall involves all model VMA4700 NETGEAR Arlo outdoor power adapters that were sold separately as aftermarket accessories for the Arlo, Arlo Pro and Arlo Go wire-free outdoor cameras.. This recall only involves the VMA4700 aftermarket model sold separately. The model number “VMA4700” can be found on the packaging. The part number, 332-10985-01, is marked on the back of the adapter. The black adapter comes with a weatherproof connector on one end and an adapter on the other end. “Arlo” is printed on the front of the adapter. The cord measures about eight feet long.

**Incidents/Injuries:** The firm has received seven reports of the power adapter cord melting and overheating, resulting in one fire. No injuries have been reported.

**Sold At:** Fry's electronics stores nationwide and online at Frys.com and Amazon.com from June 2017 through October 2017 for about \$20.

**Importer:** Netgear Inc., of San Jose, Calif.

**Distributor:** Netgear Inc., of San Jose, Calif.

**Manufactured in:** China

**In Conjunction With:** Canada

Health Canada's press release is available at: TBA

## Photos



A view of the aftermarket outdoor power adapter packaging



A view of the aftermarket outdoor power adapter



The partnumber, 332-10985-01 can be found on the adapter.



This recall was conducted, voluntarily by the company, under CPSC's Fast Track Recall process. Fast Track recalls are initiated by firms, who commit to work with CPSC to quickly announce the recall and remedy to protect consumers.

## **Footer**

### **About U.S. CPSC:**

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 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.

For more lifesaving information, follow us on [Facebook](#), Instagram [@USCPSC](#) and Twitter [@USCPSC](#) or sign up to receive our [e-mail](#) alerts. To report a dangerous product or a product-related injury go online to [www.SaferProducts.gov](http://www.SaferProducts.gov) or call CPSC's Hotline at 800-638-2772 or teletypewriter at 301-595-7054 for the hearing impaired.

### **CPSC Consumer Information Hotline**

Contact us at this toll-free number if you have questions about a recall:

800-638-2772 (TTY 301-595-7054)

Times: 8 a.m. – 5:30 p.m. ET; Messages can be left anytime

Call to get product safety and other agency information and to [report unsafe products](#).

### **Media Contact**

Please use the phone numbers below for all media requests.

Phone: 301-504-7908

Spanish: 301-504-7800