

## Battle Creek Equipment Company

November 22, 2016

### **URGENT: MEDICAL DEVICE RECALL**

#### **Thermophore® Classic Moist Heat Pads Manufactured between July 2012 and July 2014**

Dear Consumer,

The purpose of this letter is to advise you that Battle Creek Equipment Company is voluntarily recalling certain model numbers of **Thermophore® Classic Moist Heat Pads** with July 2012 through July 2014 dates of manufacture. Instructions are provided to help you identify the model numbers and lot codes involved in this recall. No other Thermophore® models or lot codes are affected by this recall.

We are aware that the electrical cord for the affected Thermophore® Classic units can, in some rare situations, fail prematurely when the user over-stresses the cord in a particular way that is warned against in the user manual and on the labels.

If the electrical cord is over-stressed by wrapping the cord tightly around the pad or bent sharply during use, the cord may wear or potentially crack open at specific points shown in the image below. Consumers have reported sparking, smoke, fire and mild shock when the failure occurs.



**If your product is included in the recall, please stop using it immediately!**

Out of an abundance of caution, BCE is voluntarily recalling these units. No serious injuries have occurred due to the failure mode associated with this recall.

The rates of occurrence associated with this failure mode is less than 0.06% or less than one unit for every 1,800 in use, and less than 0.03% or less than one for every 3,400 units used in accordance with the user manual and labels. Over a period of three years, we are aware of 337 total failures.

No serious injuries have been reported and the likelihood of injury to the user or damage to property is extremely remote. However, since it is a failure of the electrical cord which could cause a brief spark in some situations, we would rather proactively address the situation.

**Battle Creek Equipment CO. 702 S. Reed Road, PO Box 629, Fremont, IN 46737**  
**The Original Drug-Free Pain Relief Company™ ...since 1931!**

Product manufactured after July 2014 is not affected by this recall. The electrical cord associated with this failure mode was discontinued from manufacturing by mid-2014

Please follow the instructions below to support our efforts to address the issue with the heating pads that were manufactured with this cord.

### **What should you do?**

Find your model number \_\_\_\_\_ (listed on a label on the pad)

Find your lot code \_\_\_\_\_ (location varies by size, see below)

**How to find your lot code:** The Lot Code is stamped on the heating pad. Locations of the lot code vary by model, see instruction on following pages.

### **Check your model number and lot code against the attached lists.**

**If your Thermophore® Classic moist heat pad is included in this recall, stop using it immediately.** Directions on finding the lot code and model number are below. If you are having difficulty call us at 269-924-0946. Once we verify that your product is included in the recall, we will ask you to discard it as you would normally. If your product is still within the warranty period, we will replace it.

**If you have a Thermophore® Classic moist heat pad that has a “round cord” rather than a flat, two-wire cord** shown in the picture, your unit is NOT part of this recall effort.

**If you have a Thermophore® moist heat pad that is not a Classic or Classic Plus model** then your product is NOT involved in this recall.

**How to contact us:** 269-924-0946 between the hours of 8am and 5pm Eastern Time, M-F.

If you reach the number during non-business hours or while assisting other customers, please leave your name, your reference number (top right hand corner of the first page of this letter), and a telephone number where we can reach you back during business hours.

If you prefer, you may contact us by email at [Recall@BattleCreekEquipment.com](mailto:Recall@BattleCreekEquipment.com). Please include your name, your reference number (top right hand corner of the first page of this letter), and any questions that you may have.

**DO NOT return your pad to Battle Creek Equipment! There is no need for you to do this. Call us and we will explain how the recall will be processed. Thank you!**

**MEDICAL DEVICE RECALL RETURN RESPONSE**  
**Acknowledgement and Receipt Form**  
Response is Requested

**Customer Information:**

Reference # (top right hand corner of the first page) \_\_\_\_\_

Customer Name \_\_\_\_\_

Street Address \_\_\_\_\_

Town, State, Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_

# **Thermophore® Classic Moist Heat Pad**

**Model number:** \_\_\_\_\_ **Lot number:** \_\_\_\_\_

I have read and understand the recall instructions provided in the 9-1-2016 letter. Yes \_\_\_ No\_\_\_

Any adverse events associated with recalled product? Yes \_\_\_ No \_\_\_

If yes, please explain:

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Send via email to: [Recall@BattleCreekEquipment.com](mailto:Recall@BattleCreekEquipment.com)

or by mail to: BCE Recall PO Box 629, Fremont, IN 46737

DO NOT return your heating pad to this address. Call us or we will contact you.

Thank you for your help in this matter!

## FINDING YOUR LOT CODE NUMBER

- Remove the cover
- Turn the pad so that the label is facing up
- Rotate the pad so that the cord is at the top
- For Model 095 and 097 - The LOT CODE will be stamped at the bottom edge of the pad
- For Model 096 - The LOT CODE will be stamped at the top edge of the pad

### CHECK YOUR LOT CODE AGAINST THE LIST BELOW

F80095 095 Standard CSA Thermophore® Classic Moist Heat Pad			F80096 096 Medium CSA Thermophore® Classic Moist Heat Pad			F80097 097 Petite CSA Thermophore® Classic Moist Heat Pad		
0952712	0950513	0953513	0962712	0961113	0964713	0972712	0971013	0974513
0952812	0950613	0953613	0962812	0961213	0964813	0972812	0971113	0974613
0952912	0950713	0953713	0962912	0961313	0964913	0972912	0971213	0974713
0953012	0950813	0953813	0963012	0961413	0965013	0973012	0971313	0974813
0953112	0950913	0953913	0963112	0961513	0965113	0973112	0971413	0974913
0953212	0951013	0954013	0963212	0961613	0965213	0973212	0971513	0975013
0953312	0951113	0954113	0963312	0961713	0960113	0973312	0971613	0975113
0953412	0951213	0954213	0963412	0961813	0960214	0973412	0971713	0975213
0953512	0951313	0954313	0963512	0961913	0960314	0973512	0971813	0970113
0953612	0951413	0954413	0963612	0962013	0960414	0973612	0971913	0970214
0953712	0951513	0954513	0963712	0962113	0960514	0973712	0972013	0970314
0953812	0951613	0954613	0963812	0962213	0960614	0973812	0972113	0970414
0953912	0951713	0954713	0963912	0962313	0960714	0973912	0972213	0970514
0954012	0951813	0954813	0964012	0962413	0960814	0974012	0972313	0970614
0954112	0951913	0954913	0964112	0962513	0960914	0974112	0972413	0970714
0954212	0952013	0955013	0964212	0962613	0961014	0974212	0972513	0970814
0954312	0952113	0955113	0964312	0962713	0961114	0974312	0972613	0970914
0954412	0952213	0955213	0964412	0962813	0961214	0974412	0972713	0971014
0954512	0952313	0950113	0964512	0962913	0961314	0974512	0972813	0971114
0954612	0952413	0950214	0964612	0963013	0961414	0974612	0972913	0971214
0954712	0952513	0950314	0964712	0963113	0961514	0974712	0973013	0971314
0954812	0952613	0950414	0964812	0963213	0961614	0974812	0973113	0971414
0954912	0952713	0950514	0964912	0963313	0961714	0974912	0973213	0971514
0955012	0952813	0950614	0965012	0963413	0961814	0975012	0973313	0971614
0955112	0952913	0950714	0965112	0963513	0961914	0975112	0973413	0971714
0955212	0953013	0950814	0965212	0963613	0962014	0975212	0973513	0971814
0950112	0953113	0950914	0960112	0963713	0962114	0970112	0973613	0971914
0950213	0953213	0951014	0960213	0963813	0962214	0970213	0973713	0972014
0950313	0953313	0951114	0960313	0963913	0962314	0970313	0973813	0972114
0950413	0953413		0960413	0964013	0962414	0970413	0973913	0972214