



*U.S. Consumer Product Safety Commission – Recall*

**Recall Date: February 3, 2016**

**Recall Number: 16-091**

## **Lutron Electronics Recalls Roller Shades Due to Impact Hazard**

<http://www.cpsc.gov/en/Recalls/2016/Lutron-Electronics-Recalls-Roller-Shades/>

### **Recall Summary**

**Name of Product:** Roller Shades

**Hazard:** The window shades can become dislodged from their brackets and fall, posing an impact hazard.

**Remedy:** Repair, replace

Consumers should contact Lutron immediately for instructions on inspecting their roller shades and to receive a free repair kit to prevent the shade from falling. Consumers with recalled roller shades installed on doors should contact Lutron to receive a free replacement shade.

**Consumer Contact:** Lutron Electronics toll-free at 844-478-2033 from 8 a.m. to 5 p.m. ET Monday through Friday, or online at [www.lutron.com/safetynotice](http://www.lutron.com/safetynotice) for more information.

### **Recall Details**

**Units:** About 30,000 (in addition about 5,000 were sold in Canada)

**Description:** This recall involves custom-ordered made-to-measure Serena<sup>®</sup> and SIVOIA QS TRIATHLON<sup>®</sup> roller shades with the following model numbers:

QSFRJ-S2A13-B; QSFRJ-S2A13-BN; QSFRJ-S2A13-PS; QSFRJ-S2A13-PSN; SYRJ-S2A13-B; SYRJ-S2A13-BN; SYRJ-S2A13-PS; SYRJ-S2A13-PSN; SMR-S2A13; SMR-S2A13-N

The model numbers are printed on a white label located on the shade battery rail, the equivalent support backbone for plug-in & manual shades, or on the inside of the shade fabric wrapped head rail or valance (fascia). Affected shades have the following date codes: W45 – Y46. These codes can also be found on the white label on the side of the head rail. The letter represents the year and the number represents that week of the year (W = 2013, X = 2014, Y = 2015). For example, the code Y46 is for the manufacturing week ending on Friday 11/13/2015. The label on affected shades also contains a product family name at the top of the label – either “Serena” or “Sivoia QS Triathlon.” The majority of the shades are battery-operated and controlled by a

Lutron remote control. Some of the models are plug-in and some are manual. All of the models are cordless.

**Incidents/Injuries:** Lutron Electronics has received 36 reports of incidents of shades falling from mounting brackets. No injuries have been reported.

**Sold at:** Home Depot, Lowes, specialty window shading dealers and online at SerenaShades.com from November 2013 through November 2015 for between \$280 and \$2,400.

**Manufacturer:** Lutron Electronics Co. Inc., of Coopersburg, Pa.

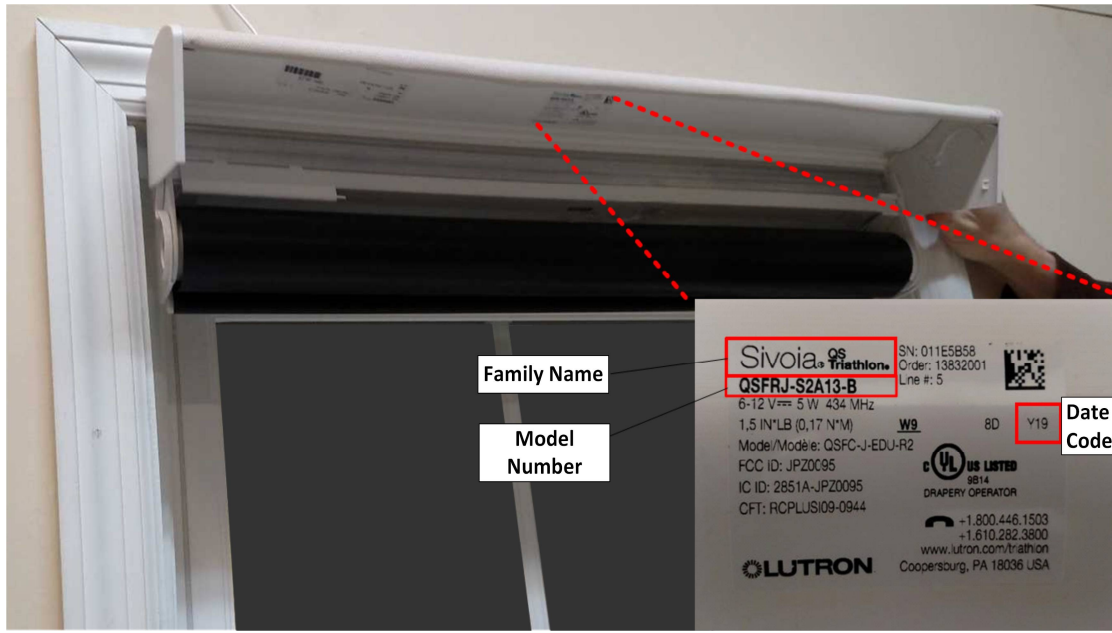
**Manufactured in:** United States

**Health Canada Link:** <http://healthycanadians.gc.ca/recall-alert-rappel-avis/hc-sc/2016/56876r-eng.php>

## Photos



**Photo 1:** Lutron Electronics Battery Roller Shade



**Photo 2:** Lutron Electronics Plug-in or Manual Shade

**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.

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. Consumers can obtain news release and recall information at [www.cpsc.gov](http://www.cpsc.gov), on Twitter [@USCPSC](https://twitter.com/USCPSC) or by subscribing to CPSC’s [free e-mail newsletters](#).

**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