

September 2007

Keystone Manufacturing Co. and QVC Recall Convection Ovens with Rotisserie Due to Fire and Electrical Shock Hazards

The following product safety recall was voluntarily conducted by the firm in cooperation with the CPSC. Consumers should stop using the product immediately unless otherwise instructed.

Name of Product: Cook's Essentials Convection Ovens with Pull-Out Rotisserie and Deni Convection Ovens with Rotisserie

Units: About 32,000

Retailer: QVC of West Chester, Pa.

Distributor: Keystone Manufacturing Co. Inc., of Buffalo, N.Y.

Hazard: Wires behind the control panel can overheat, posing fire and electric shock hazards.

Incidents/Injuries: QVC has received 49 reports of incidents, including five minor burns, five electrical shocks and 11 incidents of minor property damage to kitchen cabinets and countertops.

Description: This recall involves the Cook's Essentials Multi-Function Convection Oven with Pull-Out Rotisserie (model number 910500), which was also sold as the Deni Convection Oven with Rotisserie (model number 10500). The model number can be found on the bottom of the oven. These are countertop ovens and the brand name

"Cook's Essentials" or "Deni" is found on the front right panel.

Sold through: The Cook's Essentials brand was sold exclusively through QVC and the Deni brand was sold through various on-line retailers from October 2006 through May 2007 for about \$125.

Manufactured in: China

Remedy: Consumers should immediately stop using the oven and contact QVC or Keystone to receive a replacement oven or a refund. QVC and Keystone have notified consumers by telephone and by mail to stop using the oven.

Consumer Contact: Consumers who bought a Cook's Essentials oven through a QVC broadcast or at QVC.com, and who have not been contacted by QVC, should call QVC at (800) 367-9444 between 7 a.m. and 1 a.m. ET seven days a week. Consumers who bought a Cook's Essentials oven at a QVC outlet or retail store should return the oven to the store at which it was purchased for a refund. Consumers who bought a Deni brand oven and who have not been contacted by Keystone should call Keystone at (800) 336-4822 between 9 a.m. and 5 p.m. ET Monday through Friday. Consumers can also visit QVC's Web site at www.qvc.com or Deni's Web site at www.deni.com

