



Urgent – Product Recall
Registry
Full Size Ionic Hand-Held Hair Dryer

American Hotel Item #	Specific Date Code
6039DW718I	1811

July 8th, 2019

To Our Valued Customers:

American Hotel Register Company (“American Hotel”) is initiating a voluntary recall of its Registry Full Size Ionic Hand-Held Hair Dryer with the specific Date Code of “1811”. The recall only involves those items manufactured with the “1811” date code. Although you may receive this letter or email, you may not have the specific unit at your location. We are unable to tell the date code on the item from the invoice, so we are contacting all customers who purchased hair dryers manufactured after November (“11”), 2018 (“18”) or (“1811”).

This recall is being made due to the number of complaints that American Hotel has received regarding this specific model and date code. We have determined that, in these specific units, there is an issue with the circuit board, causing the hair dryer to overheat. This can cause the unit to smoke or spark near the handle, potentially injuring the user.

American Hotel has received at least 11 reported incidents of overheating involving hair dryers with the 1811 date code. There has been one report of an injury. American Hotel is recalling and issuing a credit on all affected units with that date code.

You should examine your inventory and identify any Registry hair dryers with an “1811” date code. If your hair dryer is recalled, you should stop using it and contact us via email. **DO NOT RETURN THE PRODUCT ON YOUR OWN**, simply contact American Hotel Customer Service via the email address listed below and we will take care of replacing your unit(s). We ask that you attach a representative photo of the date code on the recalled unit(s) to your email.

If you determine that your hair dryer is subject to this recall, please email us at: registryhairdryers@americanhotel.com and you will receive instructions on how to participate in the recall. We ask that you cut off the plug from the recalled hair dryer. The removal of the plug is to prevent it from being used again. Please safely dispose of the hair dryer and do not sell it or give it away.

Please feel free to send an email to your American Hotel Register Customer Care Representative at the email address above. They should be able to handle any of your questions or concerns. Thank you.

Very truly yours,

American Hotel Register Company