



U.S. Consumer Product Safety Commission – Recall Alert

Recall Date: July 26, 2016

Recall Number: 16-760

Inovonics Recalls Pendants, Universal Transmitters and Receivers Due to Alarm Failure (Recall Alert)

Recall Summary

Name of Product: Inovonics pendant transmitters, universal transmitters and add-on receivers

Hazard: The transmitters and receivers can fail to send or receive a signal for help in an emergency.

Remedy: Replace

Consumers should immediately stop using the recalled transmitters and receiver and contact Inovonics for a free replacement. All known purchasers have been notified directly by the firm.

Consumer Contact: Inovonics at 800-782-2709 from 7 a.m. to 6 p.m. MT Monday through Friday, or online at www.inovonics.com and click on “Recall Information” at the top of the page for more information.

Recall Details

Units: About 5,500

Description: This recall involves Inovonics transmitters and receivers. These beige devices transmit or receive signals for emergency call systems in senior independent and assisted living communities, as well as security monitoring systems in commercial buildings and some luxury residences. Recalled models include EN1210, EN1223S, EN1233S and EN4232MR. The EN1223S and EN1233S wireless pendant transmitters allow users to push a button to summon assistance. “Inovonics” is printed on all the devices except on model EN1223S. The model number appears on a label on the back of the device. The date code is printed on the carton label and on the circuit board inside the device.

Model Number	Placement	Function	Carton Date Code	Date Codes on Printed Circuit Board Label Inside Device
EN1210	Mounted on door/window frame	Alarm sent if door or window is opened	16075	16074 16075
EN1223S	Worn on neck, wrist or belt	Allows user to push button to summon assistance	16075	16071
			16083	16077 16080 16081
EN1233S	Worn on neck or belt	Allows user to push button to summon assistance	16073	16072
EN4232MR	Mounted on wall	Receives messages from Inovonics transmitters	16077	16075 16076

Incidents/Injuries: None reported

Sold at: Authorized Inovonics dealers and distributors nationwide from March 2016 through June 2016 for between \$105 and \$700.

Manufacturer: Inovonics, of Louisville, Colo.

Manufactured in: U.S.

Photos

Photo 1: Inovonics transmitters and receivers



EN1223S
Single-button water-resistant pendant transmitter



EN1233S
Single-button pendant transmitter



EN1210
Single input universal transmitter



EN4232MR
32 zone multi-condition receiver with relay outputs

Photo 2: Inovonics transmitters and receivers date code label location (carton)



Photo 3: Inovonics transmitters and receivers date code label location (circuit board)



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 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, 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