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**Common Market for Eastern
 and Southern Africa**

Ref: CCC/CP/CA/09/2024

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CONSUMER ALERT


RECALL OF BISSELL STEAM SHOT-STYLE HANDHELD STEAM CLEANERS

The COMESA Competition Commission (the “Commission”) has become aware that Bissel Homecare, an American owned vacuum cleaner and floor care product manufacturing company, voluntarily recalled 3.2 million of its Steam Shot-style handheld steam cleaners on 18 July 2024. This followed reports that the affected products can expel hot water or steam onto users while heating or during use, posing a burn hazard.

In a notice published on the website of the United States Consumer Product Safety Commission¹, it was reported that BISSELL had received 183 reports of hot water or steam escaping from the product, including 157 reports of minor burn injuries. The products were sold in America and Canada, as well as on online shopping sites among them Amazon and HSN from August 2008 through May 2024.

Details of the affected products	
Model Series	39N7, 39N71, 39N72, 39N73, 39N75, 39N76, 39N77, 39N78, 39N79, 39N7A, 39N7C, 39N7B, 39N7D, 39N7E, 39N7F, 39N7H, 39N7J, 39N7M, 39N7N, 39N7P, 39N7Q, 39N7T, 39N7V, 39N7W, 39B7U, 39N7V, 39N7X, 29946, 29947, 29948, 29949, 2994B, 2994C, 2994D, and 2994W,

¹ [BISSELL Recalls More Than 3 Million Steam Shot Handheld Steam Cleaners Due to Burn Hazard | CPSC.gov](https://www.cpsc.gov/Recalls/2024/BISSELL-Recalls-More-Than-3-Million-Steam-Shot-Handheld-Steam-Cleaners-Due-to-Burn-Hazard)

<p>Identification</p>	<p>The model numbers are printed on the product rating label on the bottom of the unit. The words “STEAM SHOT” or “POWER STEAMER” are printed on the side of the product</p>	 <p><i>Colours may vary</i></p>
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Bissell has requested affected consumers to fill in the form available in the link below, in order to get a refund or digital credit:

[Recall Request \(bissell.com\)](https://www.bissell.com)

The Commission`s preliminary findings indicate that in COMESA, the product is marketed on different online sites in Zambia, Uganda, Egypt and Kenya.

Pursuant to Article 30(1)(b) of the COMESA Competition Regulations, the Commission therefore wishes to inform the general public and consumers who establish that the recalled product is being sold in other COMESA Member States, to avoid its purchase or use and report the matter to the Commission by contacting **Mr. Steven Kamukama, Director, Consumer Welfare and Advocacy Division** on +265 (0) 111 772466 or by email on: skamukama@comesacompetition.org. Attached to this alert is the recall notice from the United States Consumer Product Safety Commission.

Affected persons within the Common Market may also contact their national consumer institutions or any other body with the mandate on consumer protection in their countries.



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