



Hisense Heat Pump Tumble Dryer 5S	
Aspect	Details
Images	
PSD Number	2508-0198
Product Type	Electrical appliances and equipment – Heat Pump Tumble Dryer
Product Identifiers	Brand: Hisense Affected models: DH5S102BB, DH5S102BB/PL, DH5S102BW, DH5S102BW/PL, DH5S102BW/UA, DH5S902BW Affected production period: November 2024 to March 2025 Please access the Annexes below for further details on affected batch numbers and locating the product identification numbers
Product Description	A Hisense-branded freestanding heat pump tumble dryer. Machines with a green dot inside the door have been inspected prior to sale and are not affected by this issue – please see Annex 2 below for further details.
Country of Origin	China
Counterfeit	No
Risk Level	Not provided
Risk Type	Fire
Risk Description	The product presents a risk of fire as the compressor wiring harness may be damaged due to contact with the support drum wheel. As a result, the product may overheat during normal use, potentially causing it to ignite and start a fire. The product does not meet the requirements of the Electrical Equipment (Safety) Regulations 2016.
Corrective Measures	The manufacturer has initiated a modification programme. Owners are warned to stop using the product immediately and contact the manufacturer to arrange for a modification to take place. The product should not be used until the modification has taken place. If the plug is accessible, switch off and unplug the appliance. If your unit is affected, please contact the Hisense support team on +44 (0) 203 865 1446, or via emailing productrecall.gb@hisense-europe.com to arrange for the modification to take place. Affected units were sold by AO.com, Amazon, Argos, Costco, Curry's and Very. Further information can be accessed on the Hisense website at the following link: https://uk.hisense.com/support



Online Marketplace	Amazon
Notifier	Office for Product Safety and Standards

Annex 1 – Affected batch numbers:

D701A	D70J3	D70R6	D70T4	D70WK	D710J	D719T	D81KU
D701E	D70J6	D70R7	D70TC	D70WL	D710W	D71C5	D81U6
D702P	D70MB	D70R8	D70TD	D70WU	D710X	D71DF	D70HY
D702Q	D70MC	D70R9	D70TX	D70X2	D710Z	D71E9	D70R2
D704E	D70MD	D70RD	D70TY	D70X4	D711Z	D71F4	D70S8
D704H	D70MN	D70RL	D70U2	D70X6	D712E	D71F6	D70WC
D705Q	D70P3	D70RM	D70U5	D70XC	D712G	D71FR	D710E
D705R	D70P4	D70RN	D70U7	D70ZS	D713K	D71FY	D716B
D70DY	D70QD	D70RQ	D70U8	D70ZX	D713L	D71GI	D81H7
D70E9	D70QN	D70RT	D70UW	D70ZY	D715Z	D71KE	
D70FF	D70QR	D70S0	D70VR	D70ZZ	D716A	D71MA	

Annex 2 – Locating product identification numbers and the green dot:

The image below outlines how to find the product's model and batch number:



If the product features a green dot as depicted below, this indicates that the product was inspected before sale and is not affected by the safety issue.



Office for Product
Safety & Standards

Product Safety Report



The OPSS Product Safety Alerts, Reports and Recalls Site can be accessed at the following link: <https://www.gov.uk/guidance/product-recalls-and-alerts>