

Product Safety Information Notice: Candy Heat Pump Tumble Dryer

From: Commission for Communications Regulation (“ComReg”)¹

Date: 22 July 2025

Product: Candy Heat Pump Tumble Dryer

RISK

The product presents a risk of fire due to manufacturing variations, as it is possible for an internal short circuit to occur during use, causing the product to ignite.

PRODUCT INFORMATION

A safety hazard has been identified with Candy branded built-in heat pump tumble dryers. The affected models are:

Model	Brand	Product Number (Stock Keeping Unit Number)
CBTD H7A1TE-80/	CANDY	31900011
CTDB H7A1TBE-80/	CANDY	31900013
BCTD H7A1TBE-80	CANDY	31900526
BCTD H7A1TE-80	CANDY	31900529
BCTDH7A1TCEB-80	CANDY	31900537
BKTDH7A1TCEB-80	CANDY	31900538

WHAT TO DO

Haier Smart Home UK & I Ltd (“**Haier**”) are carrying out a service intervention to rectify the issue. If you are the owner of an affected product, **stop using it immediately** and contact Haier to arrange for a modification to take place.

Owners can check whether they have an affected product by checking their model number and serial number and following the instructions at <https://productsafety.haier.co.uk/>.

¹ ComReg is the designated market surveillance authority and competent authority for the purposes of Directive 2014/53/EU (the “Radio Equipment Directive” or “RED”) in Ireland.