



**GE APPLIANCES**  
a Haier company

**mabe**

November 30, 2023

## **IMPORTANT SAFETY NOTICE**

Recall Website: [https://geappliances.ca/en\\_CA/Recall](https://geappliances.ca/en_CA/Recall)

Recall Hotline: **1-833-607-3322**

### **Recall to Repair Certain Knob-Control Electric Radiant Cooktops Sold Under GE Brand**

Dear Consumer,

MC Commercial Inc. (Mabe) and GE Appliances, a Haier company (“GE Appliances” or “the Company”), in cooperation with Health Canada, has announced a voluntary recall of GE-branded JP3030 knob-control electric radiant cooktops manufactured between July 2022 and September 2022. The recall is due to the risk that the cooktop’s burners can remain on after use even after being turned to the “off” position due to the potential for misaligned burner knob stems and fractured knob components, posing a burn hazard to consumers. Our records indicate that you may have purchased one of the recalled cooktops. As part of our commitment to product safety, Mabe is offering to provide a free in-home repair of your recalled cooktop. Please read this notice carefully.

This recall involves approximately 135 built-in 30”-wide knob-control electric radiant cooktops. These cooktops were manufactured between July 2022 and September 2022, and were sold in Canada under the GE brand name and JP3030 model category. In the USA, the Company has received consumer reports of affected units failing to accurately regulate temperature and/or remaining on after being turned to the “off” position. No injuries or fatalities have been reported in Canada or the USA.

Consumers should immediately contact Mabe to arrange for free installation of a replacement burner knob assembly. When not in use, turn the unit off at the circuit breaker. Do not leave flammable materials or empty cookware on or near the cooktop.

This recall is limited to the two models with the serial number ranges listed below. Photographs below will assist you in locating your cooktop’s model and serial number location. Please call the toll-free number if you have any questions as to whether or not your cooktop is included in the recall.

**To determine if your cooktop is affected, locate your model and serial number of your cooktop and check to see if it is listed in the Recalled Models section of this letter below, or visit our recall website anytime at [https://geappliances.ca/en\\_CA/Recall](https://geappliances.ca/en_CA/Recall) or call the Recall Hotline toll free at 1-833-607-3322 from 8 a.m. to 5 p.m. ET Monday through Friday. If possible, please have your cooktop’s model and serial number available when you call the Recall Hotline.**

Consumers should not return recalled units to the store where the product was purchased as retailers are not prepared to take the units back. Consumers should instead contact Mabe to arrange for the free in-home repair of your recalled cooktop.

MCC and GE Appliances are conducting this voluntary recall in cooperation with Health Canada, which will also monitor the effectiveness of the recall.

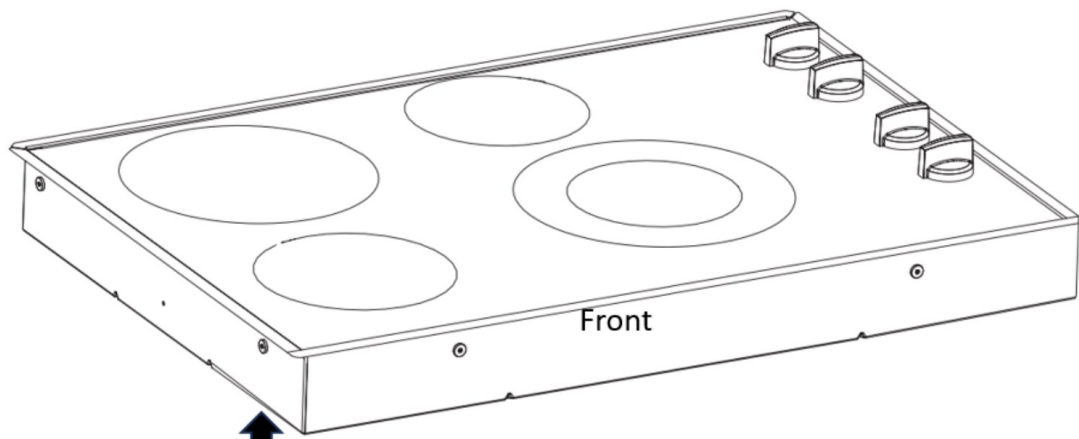
### Photographs



Recalled GE electric radiant cooktop, model no. JP3030DJ4BB

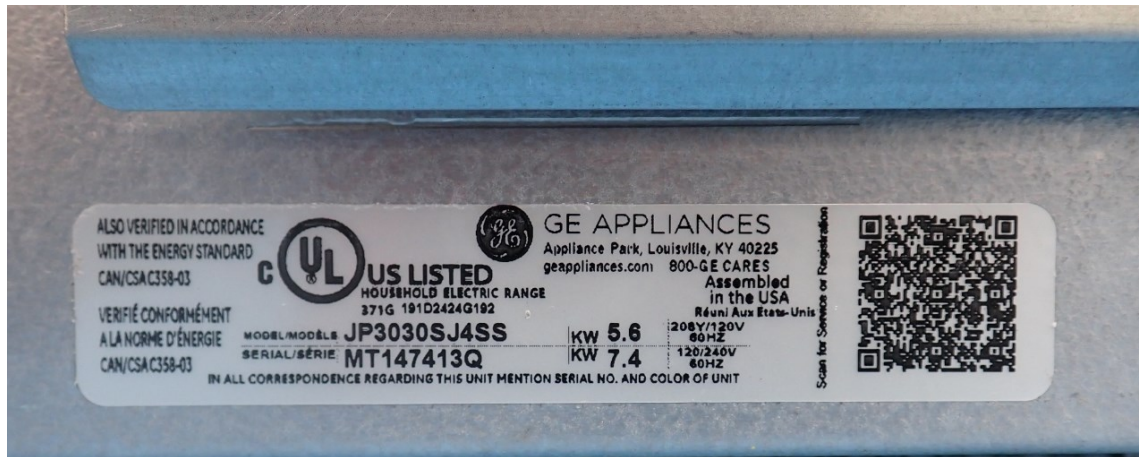


Recalled GE electric radiant cooktop, model no. JP3030SJ4SS



Cooktop Serial  
Plate Location

**Location of cooktop product label**



**Close-up of recalled cooktop product label**

**Recalled Models:** Only cooktops with one of the model numbers below and with a serial number that starts with one of the prefixes below and/or in the ranges listed below are included in this recall. Consumers should locate the model and serial numbers on the product's rating label before contacting Mabe.

<b>Model Number</b>	<b>UPC Code</b>	<b>Serial Number or Serial Number Prefix</b>
JP3030DJ4BB	084691809609	LT081195Q – LT081286Q MT- RT- ST-
JP3030SJ4SS	084691809074	LT015466Q – LT015467Q LT048419Q – LT048420Q LT073851Q LT129159Q – LT129183Q MT- RT- ST-