

CONTACTS:

Joanne Heslop / Nick Daines
Insight
01625 500800
jheslop@insightmkt.com

Angela Hesse
Cisco Systems (UK)
0208 824 4478
ahesse@cisco.com

16 October 2001

News from CPSC U.S. Consumer Product Safety Commission
Office of Information and Public Affairs
Washington, D.C. 20207

CPSC, Cisco Announce Recall of Power Adapters

WASHINGTON, D.C.– In cooperation with the U.S. Consumer Product Safety Commission (CPSC), Cisco Systems Inc., of San Jose, Calif., is voluntarily recalling about 95,000 power adapters for replacement. These power adapters are used with certain Cisco Asymmetric Digital Subscriber Line (ADSL) Routers. The adapters can overheat and melt a hole through the housing, posing a fire hazard. In addition, the exposed wires pose a shock hazard.

Cisco has received one report of an adapter overheating. No injuries or property damage have been reported.

This recall involves power adapters with the part number “34-0949-02.” The part number is located on the adapter label, below the Cisco Systems logo. The power adapter is a small, black AC unit, which establishes a connection between the router and an electrical outlet. The adapters are used with the ADSL Routers that provide secure, high-speed Internet access for small businesses, small offices, home offices and corporate teleworkers. The power adapters were shipped with the following ADSL routers:

Cisco 827	Cisco 827-4V	Cisco 826
Cisco SOHO77	Cisco SOHO77-50	Cisco 827-EUR

Service providers and distributors worldwide sold routers with these power adapters, from April 2000 through September 2001.

Consumers should stop using the power adapters immediately and contact Cisco to receive a free replacement. For more information, call Cisco at 001 (800) 553-2447, anytime or go to the firm’s web site at www.cisco.com.

To see a picture of the recalled product(s) and/or to establish a link from your web site to this press release on CPSC's web site, link to the following address:
<http://www.cpsc.gov/cpsc/pub/prerel/prhtml02/02XXX.html>.

The U.S. Consumer Product Safety Commission protects the public from unreasonable risks of injury or death from 15,000 types of consumer products under the agency's jurisdiction. To report a dangerous product or a product-related injury, call CPSC's hotline at (800) 638-2772 or CPSC's teletypewriter at (800) 638-8270, or visit CPSC's web site at <http://www.cpsc.gov/talk.html>.

For information on CPSC's fax-on-demand service, call the above numbers or visit the web site at <http://cpsc.gov/about/who.html>. To order a press release through fax-on-demand, call (301) 504-0051 from the handset of your fax machine and enter the release number. Consumers can obtain this release and recall information at CPSC's web site at <http://www.cpsc.gov>.