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Mr. Shane Fulton

Attorney

Burg Simpson Eldredge Hersh & Jardine, P.C.

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Requester Default Category: Attorney - 5 (Represents Consumer)

General Information

Request Type	FOIA
Requester Category	Attorney - 5 (Represents Consumer)
Delivery Mode	PAL
Payment Mode	PAY.gov (http://www.pay.gov)

Shipping Address

Street1	40 Inverness Drive East
Street2	
City	Englewood
State	CO
State (Other)	
Country	United States
Zip Code	80112

Request Information

Description	I request all records associated with the recall of Crock-Pot 6-Quart Express Crock Multi-Cookers, Model Number SCCPPC600-V1, manufactured by Sunbeam Products, Inc., Recall Number 21-035. This request includes, but is not limited to, In-Depth Investigations Files, Injury/Potential Injury Incident Files, NEISS data, Corrective Action Reports, public authority reports, testing reports, call logs, audio recordings, notes, photographs, videos, monthly progress reports, correspondence, consumer complaints, and civil penalties.
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Date Range for Record

Search:From

Date Range for Record

Search:To

Description Document

Fee Information

Willing Amount	\$200
Fee Waiver Requested	No
Fee Waiver Request Reason	
Willing to Pay All Fees	No

Billing Address

Street1	40 Inverness Drive East
Street2	
City	Englewood
State	CO
State (Other)	
Country	United States
Zip Code	80112

Expedite Information



United States
Consumer Product Safety Commission

May 19, 2022

Via Email & Public Access Link (PAL)

Shane Fulton

Burg Simpson Eldredge Hersh & Jardine, P.C.

40 Inverness Drive East

Englewood, Colorado 80112

sfulton@burgsimpson.com

RE: Freedom of Information Act Request #21-F-00610: I request all records associated with the recall of Crock-Pot 6-Quart Express Crock Multi-Cookers, Model Number SCCPPC600-V1, manufactured by Sunbeam Products, Inc., Recall Number 21-035. This request includes, but is not limited to, In-Depth Investigations Files, Injury/Potential Injury Incident Files, NEISS data, Corrective Action Reports, public authority reports, testing reports, call logs, audio recordings, notes, photographs, videos, monthly progress reports, correspondence, consumer complaints, and civil penalties.

Dear Mr. Fulton:

Thank you for your Freedom of Information Act (FOIA) request seeking information from the U.S. Consumer Product Safety Commission (CPSC). Enclosed is a copy of the records responsive to your request, contained in CPSC recall file RP180596, with certain excisions explained below.

The enclosed records include file information generated by CPSC, or its contractors, for regulatory or enforcement purposes. These records are in CPSC's recall file RP180596. CPSC has established management systems under which supervisors are responsible for reviewing the work of their employees or contractors. The file information materials are final and have been prepared and accepted by CPSC staff under such review systems. CPSC believes that it has taken reasonable steps to ensure the accuracy of the information.

Portions of recall file RP180596 are being withheld pursuant to FOIA Exemptions 3, 4, 5, and 6, 5 U.S.C. §§ 552(b)(3), (b)(4), (b)(5), and (b)(6); section 6(a)(2) of the Consumer Product Safety Act (CPSA), 15 U.S.C. § 2055(a)(2); and section 25(c) of the CPSA, 15 U.S.C. § 2074(c)(1). CPSC considered the foreseeable harm standard when reviewing these records and applying FOIA exemptions.

Portions of the enclosed records that are not responsive to your request have been withheld as non-responsive. Specifically, pages 426-427 of RP180596 contain emails regarding recalls unrelated to FOIA request #21-F-00610 and are withheld as non-responsive.

Exemption 3. FOIA Exemption 3 permits withholding from disclosure matters that are specifically exempted from disclosure by another statute. In applying FOIA Exemption 3 to these records, we are relying in part on section on Consumer Product Safety Act (CPSA) section 6(a)(2) to withhold files that contain proprietary and confidential information.

In applying FOIA Exemption 3, we are also relying on CPSA section 25(c), which prohibits the disclosure of records that could identify injured parties and persons treating them without the consent from the individuals.

Exemption 4. Section 6(a)(2) prohibits the CPSC from disclosing information that is exempt from disclosure under Exemption 4 of the FOIA. That exemption protects trade secrets and confidential commercial information directly related to a firm's business that the firm has not made public and whose disclosure could give a substantial commercial advantage to a competitor. We are withholding the following pages in full under FOIA Exemptions 3 and 4, and CPSA section 6(a)(2), which contain submitted confidential commercial information: 48-55, 87-88, 262-275, 277-280, 589-590 (product testing protocols and results); 60-63, 342-345, 352-366 (product internal components); 346-350 (technical product information); and 642-644, 701-703, 883-885 (settlement agreements). Similarly, we are withholding in part, the following pages of recall file RP180596 that contain confidential commercial or business information: 26, 284, 291-292, and 582.

Exemption 5. FOIA Exemption 5 permits withholding from disclosure inter-agency and intra-agency memoranda that would not be available by law to a party other than an agency in litigation with the agency. The staff memoranda and analyses being withheld are pre-decisional and deliberative, consisting of recommendations, opinions, suggestions, and analyses of technical and/or legal staff. Any factual materials in the memoranda not covered by some other exemption are inextricably intertwined with exempt materials, or the disclosure of the factual materials would expose the deliberative process and/or violate the attorney-client privilege. It would not be in the public interest to disclose these materials because disclosure would impair the frank exchange of views necessary for such matters. Accordingly, we are withholding in full under Exemption 5, the following pages of RP180596, which contain pre-decisional draft documents, staff deliberations, and legal memoranda: 41-43, 70-78, 1665-1671, 1673, 1676-1682, 1684, 2005, 2007, and 2161-2182.

Exemption 6. FOIA Exemption 6 permits withholding personnel and medical files and similar files, the disclosure of which would constitute a clearly unwarranted invasion of personal privacy. Absent authorizations to disclose the records or personally identifying information from the persons identified in the records or their representatives, such information in the records falls within the protection of this FOIA exemption to disclosure. Certain pages of RP180596 contain medical records and are withheld in full under Exemption 6: 110-166, 224-227, 632-634, 636-637, 659-670, 727-783, 832-833, 836, 870-873, 926-935, 941-949, 990-1015, 1634-1643.

FOIA Administrative Procedures

Right to appeal. According to the CPSC's regulations implementing the FOIA at 16 C.F.R § 1015.7, a partial denial of access to records may be appealed. If you are not satisfied with the response to this request, you may administratively appeal in writing, addressed to FOIA APPEAL, Office of the General Counsel, ATTN: Division of the Secretariat, U.S. Consumer Product Safety Commission, 4330 East West Highway, Room 820 Bethesda, MD 20814-4408.

Your appeal must be postmarked or electronically transmitted (cpscfoiarequests@cpsc.gov) within 90 days of the date of the response to your request. You may also fax your appeal to 301-504-0127. You may contact us Monday – Friday from 8:00AM – 4:30PM EST, by telephone at 1-800-638-2772, by fax to 301-504-0127, or by e-mail addressed to cpsc-foia@cpsc.gov.

Before filing a formal appeal with the CPSC, you may contact me or CPSC's other FOIA Public Liaison, Marjorie Cole (mcole@cpsc.gov), via email or at 1-800-638-2772, for any further assistance, or to discuss any aspect of your request. Assistance may include guidance on possible reformulation of your request or an alternative time frame for processing the request.

Right to Mediation. Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, MD 20740-6001; e-mail at ogis@nara.gov; telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile to 202-741-5769.

Fees. We are not charging you fees in this instance to cover the costs to the CPSC in processing this request, performing the file searches, and preparing the information. Thank you for your interest in consumer product safety.

Sincerely,

Korinne Super  Digitally signed by Korinne Super
Date: 2022.05.19 16:24:45 -04'00'

Korinne I.B. Super
Attorney Advisor
Office of the General Counsel
Division of Information Access
301-504-7416
ksuper@cpsc.gov

Enclosure: *RP180596* via PAL

U.S. Consumer Product Safety Commission Product Safety Assessment Report Draft – For Official Use Only – Draft		PSA No.	0030.21
		Case No.	RP180596
		Requested by	Carolina Abraham, (301) 504-7603
		Regional Office	
		Sample No.	19-302-2060; 21-420-0001; 20-800-0155
		CPSC Seal	
		Possible Counterfeit Product	
		IDI No.	
Product	Slow Cookers (0268)	Firm	Sunbeam Products, Inc.
Evaluation Requested	Please assign to Scott Snyder to determine if the proposed remedy is acceptable. (1) Will the units pressurize and complete a cooking cycle if the lid is not mechanically locked, for the following configurations: a. The Phase 2 lids on the Phase 2 bases. b. The Phase 3 lids on the original and Phase 2 base. • Note the physical positions of the upper (lid) cam and the lower (base) cam. • Note the distance from the upper locking symbol to the lower lock symbol. (2) Please review and comment on any additional testing provided by the firm, if provided before the PSA is done.		
Potential Hazard	4.5 - Hot Liquid or Steam		
Prepared by (Name and Title)		Approved by (Name and Title)	
Duncan Scott Snyder, Mechanical Engineer, LSM Technical Officer		Michael Nelson - Technical Office Division Director Dean LaRue - PSA Coordinator	
Reviewed by (Name and Title)			
Date	10/22/2020	Date	10/22/2020

I. Product

The product is the Sunbeam Crock-Pot® 6.0-Quart Express Crock Multi-Cooker, Model SCCPPC600. The Cooker is a multi-use cooker and is programmable to be used as a slow cooker, pressure cooker and steamer. Figure 1 shows the product.



Figure 1.

This shows the Sunbeam Crock-Pot® 6.0-Quart Express Crock Multi-Cooker, Model SCCPPC600.

II. Background

This is the third PSA about the Sunbeam pressure cooker, Model SCCPPC600. The two prior PSAs included:

- 1) PSA 0389.19. In PSA 0389.19 LSM staff documented the types of reported failures and associated injuries in multiple IDIs. LSM staff also examined the firm's lid torque removal testing for the original design units. LSM staff also compared the lids' components on the firm's original design and proposed new design. However, the firm failed to provide any testing of their proposed new design lid to show that it was more difficult to remove, and therefore safer than the original design.
- 2) PSA 0530.20. In PSA 0530.20 LSM staff examined the operation of the Phase 3 lids on the Phase 3 bases. This PSA was requested after PSA 0389.19 had been completed because the firm disclosed that they had made design changes to the original model SCCPPC600 pressure cooker lids and bases in several phases, which included Phase 1, Phase 2, and Phase 3. It is now known that the units examined in PSA 0389.19 were the original unit and the Phase 3 unit. In PSA 0530.20 LSM staff also examined the firm's lid torque removal pressure testing of the Phase 3 units.

Please refer to PSAs 0389.19 and 0530.20 for more detailed information about those PSAs.

NOTE: During the completion of this PSA, the CO was advised by the firm that the only difference between the original model and the Phase 1 model is that the Phase 1 model has a different label on the lid as well as updated warnings, and instructions. This means, to date, that there are only three mechanically different pressure cooker models, including the original model, the Phase 2 model, and the Phase 3 model.

III. Examination

For this PSA, LSM staff was requested to determine if the units will pressurize and complete a cooking cycle if the lid is not mechanically locked for the following configurations:

- a) Phase 2 lids on the Phase 2 bases,
- b) Phase 3 lids on the original bases, and
- c) Phase 3 lids on the Phase 2 bases.

While conducting testing for this PSA, LSM staff was also requested to 1) note the physical positions of the upper (lid) cam and the lower (base) cam, and 2) note the distance from the upper locking symbol to the lower locking symbol.

Sunbeam Crock-Pot® 6.0-Quart Express, model SCCPPC600

PSA 0030.21

For this PSA, the firm provided fifteen new exemplar samples, Sample Number 21-420-0001, Subs 1-15. Subs 1-5 were the original models. Subs 6-10 were the Phase 3 models. Subs 11-15 were the Phase 2 models.

Testing:

The testing for this PSA was conducted in two series of tests. The first series of tests was done using the Phase 2 lids on the Phase 2 bases. The second series of tests was done using the Phase 3 lids on the original bases and the Phase 2 bases.

Phase 2 lids on Phase 2 bases

For this first series of tests, LSM staff used the Phase 2 lids and Phase 2 bases from Sample Number 21-420-0001, Subs 13, 14 and 15. This testing was done in two parts, including a) Magnetic Sensor Testing, and b) Upper/Lower Cam Location Testing.

Prior to the testing, all three Phase 2 lids and Phase 2 bases were marked with white pieces of tape to indicate the location of the upper and lower locking cams nearest the locking symbols. Figure 2 shows the white tape on a Phase 2 lid (red arrows) indicating the location of the lid's upper locking cam (green arrows).

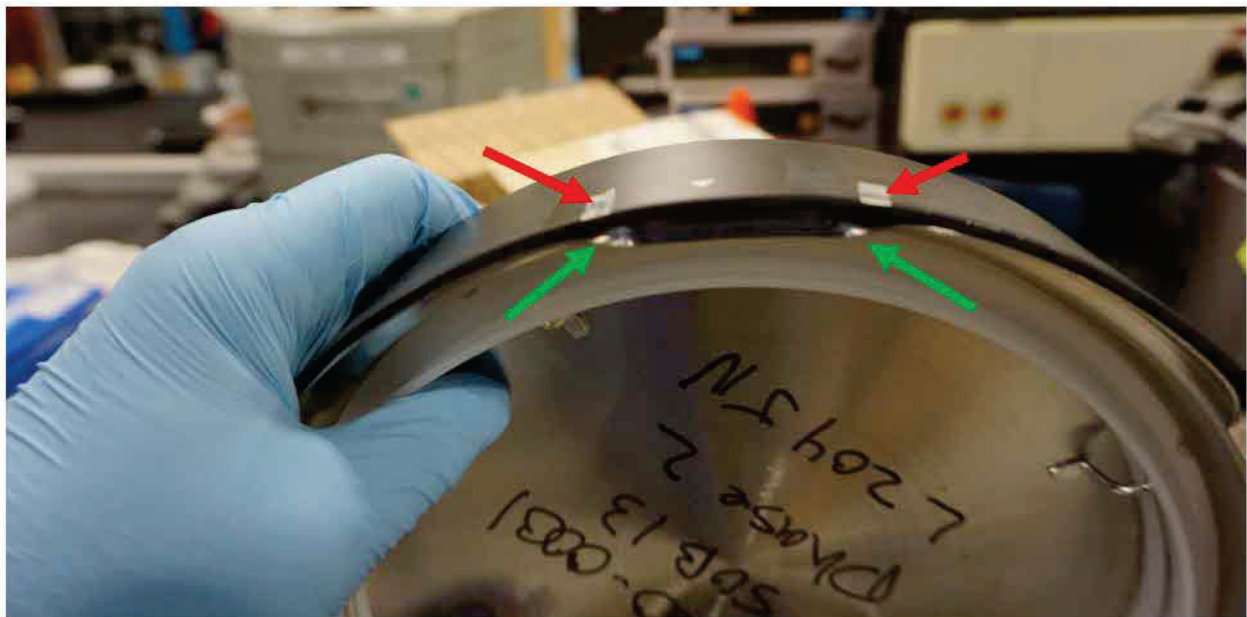


Figure 2.

This shows the white tape on the Phase 2 lid indicating the location of the lid's upper locking cam.

Sunbeam Crock-Pot® 6.0-Quart Express, model SCCPPC600

PSA 0030.21

Figure 3 shows the white tape on the Phase 2 base (red arrows) indicating the location of the base's lower locking cam (green arrows).



Figure 3.

This shows the white tape on the Phase 2 base indicating the location of the base's lower locking cam.

Magnetic Sensor Testing: This testing was done to examine the function of the magnetic sensor. To start this test the lid was removed, the unit was plugged in, a small amount of water was placed into the cooking pot. The Meat/Stew button was pushed, the Start/Stop button was pushed, and the word "Heat" appeared on the screen. With the lid removed, the water started to boil. The lid was then placed onto the base and a warning "Close Lid" started flashing on the screen and the unit started beeping. The unit then stopped heating the water.

Figure 4 shows that when the Phase 2 lids were placed onto the Phase 2 bases the warning "Close Lid" started flashing on the screens.



Figure 4.

This shows the warning "Close Lid" flashing on the screens.

These test results were the same for all three samples.

Upper/Lower Cam Location Testing: This testing was done to examine in more detail where the upper and lower locking cams were aligned. For this testing, LSM staff used the following protocol for each unit, similar to the testing protocol conducted in PSA 0530.20:

- 1) A small amount of water (approx. 4 oz.) was put into each sample's cooking pot, the pot was placed into the base, and the lid was placed in the fully locked position by aligning the arrow on the lid with the lock symbol on the base.
- 2) The unit was plugged in, and the Meat/Stew button was pushed.
- 3) The time of "35" minutes appeared on the screen.
- 4) The Start/Stop button was then pushed.
- 5) The word "Heat" then appeared on the screen.
- 6) The lid was then twisted clockwise, until a warning "Close Lid" started flashing on the screen and the unit started beeping.
- 7) The lid was then twisted counter-clockwise until the word "Heat" reappeared on the screen and the unit stopped beeping (see figure 5). The distance that the lid had to be moved was approx. 1/8". The distance that the upper and lower locking arrow/symbol were from each other measured approximately 1" (see Figure 6).
- 8) When the word "Heat" reappeared, the unit started heating the water.
- 9) When the lid was at this location the bobber valve was still blocked by the window, so the pressure could not build up because the bobber valve was bleeding off the pressure (see Figure 7).
- 10) The lid was twisted further counter-clockwise until the window moved out of the way sufficiently so that the bobber valve could rise (see Figure 8).
- 11) The distance that the upper and lower locking arrow/symbol were from each other measured approximately 0.5" (see Figure 9).
- 12) As the unit started to build pressure, within several minutes, the time "35" reappeared on the screen.
- 13) The unit started to count down from 35 to 000.
- 14) The unit was allowed to continue the countdown and heat for the full 35 minutes, at which time unit beeped 3 times and the time showed "000."
- 15) The unit was manually depressurized by opening the manual pressure relief valve.
- 16) After approx. 30 seconds the bobber valve dropped, and the lid was manually opened.
- 17) The water inside the pot was still bubbling, indicating that water had reached the boiling point.

These test results were the same for Subs 13 and 14. However, Sub 15 would not pressurize due to apparently defective seals, and its testing was discontinued at step 12.

Figures 5-9 show the photos referenced in the above 17 step test protocol.



Figure 5.

This shows that upper and lower cams are fully engaged when the lids were twisted CCW and the units returned to “Heat”.



Figure 6.

This close-up shows that the upper and lower locking symbols are approximately 1” from each other. At this location the bobber valve is blocked so the unit cannot pressurize.

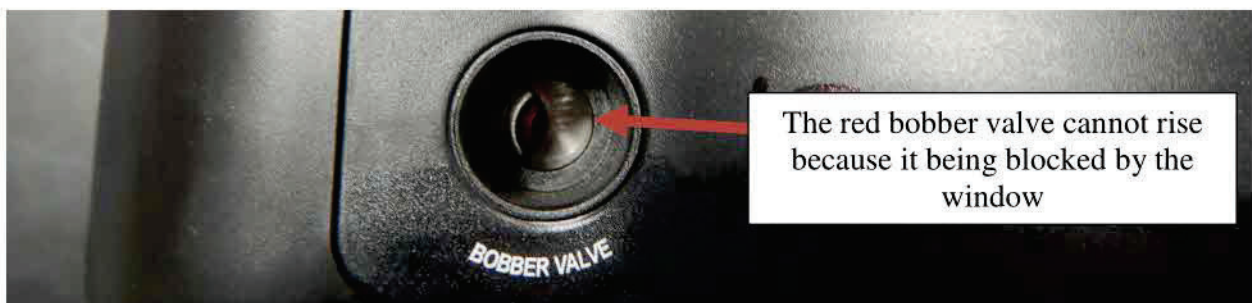


Figure 7.

This shows that the red bobber valve cannot rise because it being blocked by the window.



Figure 8.

This shows that the red bobber valve is no longer blocked by the window.

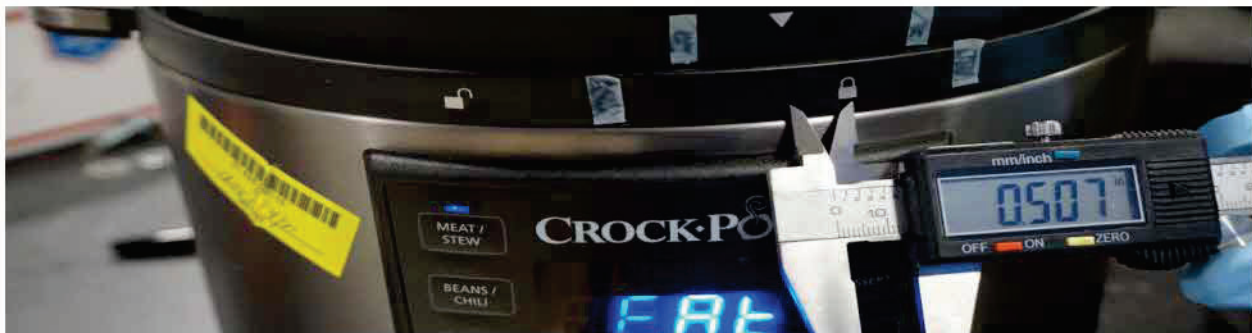


Figure 9.

This shows that the upper and lower cams are fully engaged. The upper and lower locking symbols are approximately 0.5" from each other. At this location the bobber valve is unblocked.

Phase 3 lids on the original base and the Phase 2 base

For this second series of tests, LSM staff used two original model bases, Sample 21-420-0001, Subs 1 and 2, two Phase 2 bases, Sample Numbers 21-420-0001, Subs 13 and 14, and four Phase 3 lids, Sample 21-420-0001, Subs 7-10. Prior to this testing, the lids and bases were marked with white lines to show the location of the upper and lower locking cams. Figure 10 shows this multiple test setup.



Figure 10.

This shows the white lines marked on the lids and bases to indicate the location of the upper and lower locking cams.

Sunbeam Crock-Pot® 6.0-Quart Express, model SCCPPC600

PSA 0030.21

Magnetic Sensor Testing: This testing was done to examine the function of the magnetic sensor. To start this test the lid was removed, the unit was plugged in, a small amount of water was placed into the cooking pot. The Meat/Stew button was pushed, the Start/Stop button was pushed, and the word “Heat” appeared on the screen. With the lid removed, the water started to boil. The lid was then placed onto the base and a warning “Close Lid” started flashing on the screen and the unit started beeping.

Figure 11 shows the warning “Close Lid” flashing on the screen.

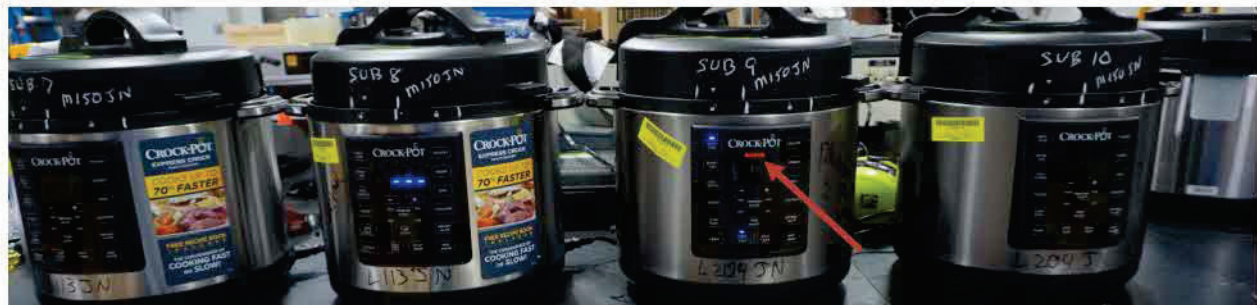


Figure 11.

This shows the warning “Close Lid” flashing on the screen.

These test results were the same for all four test samples.

Upper/Lower Cam Location Testing: For the next series of tests, the test protocol was the same as the seventeen step test protocol above. Figures 12 and 13 show the two critical measurements during this testing, including the approx. 1” measurement where the bobber valve was blocked, and the approx. 0.5” measurement where the bobber valve became unblocked and the unit started pressurizing, respectively. In both of these positions, the upper and lower cams were fully engaged.

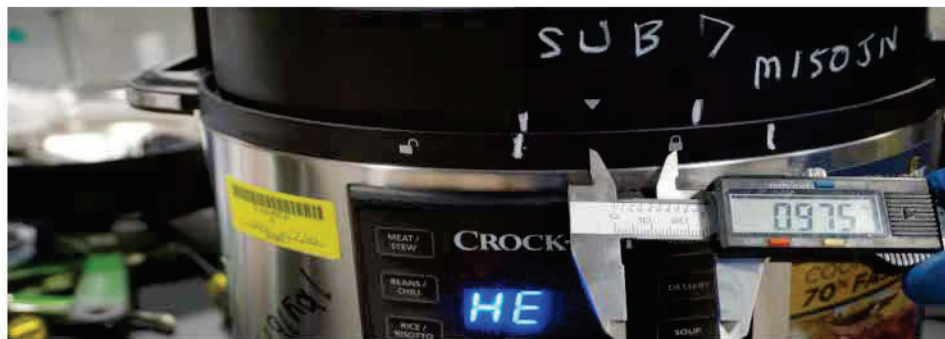


Figure 12.

This shows that the upper and lower cams are fully engaged. The upper and lower locking symbols are approximately 1” from each other. At this location the bobber valve is blocked, similar to Figure 7 above, so the unit cannot pressurize.



Figure 13.

This shows that the upper and lower cams are fully engaged. The upper and lower locking symbols are approximately 0.5" from each other. At this location the bobber valve is unblocked, similar to Figure 8 above, and the unit started to pressurize

These test results and measurements for this second series of tests, using Phase 3 lids on the two original bases and the two Phase 2 bases were the same for all four samples.

IV. Discussion/Conclusion

The PSA requested that LSM staff determine if the units will pressurize and complete a cooking cycle if the lid is not mechanically locked for the following configurations:

- a) Phase 2 lid on the Phase 2 base,
- b) Phase 3 lid on the original base, and
- c) Phase 3 lid on the Phase 2 base.

While conducting testing for this PSA, LSM staff was also requested to 1) note the physical positions of the upper (lid) cam and the lower (base) cam, and 2) note the distance from the upper locking symbol to the lowering locking symbol.

The answer to the first issue is that in all configurations tested by LSM staff, the units will only pressurize if the units are mechanically locked.

This is true even if the lids' and bases' locking symbols are not fully aligned. During testing, LSM staff found that there was a misalignment of the lids' and bases' locking symbols by approx. 0.5 inches or less, even though the upper and lower cams were fully engaged.

Sunbeam Crock-Pot® 6.0-Quart Express, model SCCPPC600

PSA 0030.21

LSM staff also found that if this misalignment is greater than approx. 0.5 inches the unit cannot pressurize because the bobber valve is being blocked and held down. Further, if this misalignment is greater than approx. 1 inch, or the lid is not on the base correctly, the consumer should be alerted through an error code and audible alarm generated by the magnetic sensor which is designed to prevent the unit from further heating of the contents.

The testing also showed the following:

- With no lid attached, if the unit has been energized and is cooking food, or if the gaskets are tight, the moment the lid is placed onto the base, the magnetic sensor activates and the unit goes into alarm mode. The alarm mode includes the flashing warning “Close Lid” and the unit starts beeping. Even though there may be some residual hot water in the pot, in the alarm mode the unit will no longer heat the product in the pot.
- In addition, when the lid is placed onto the base, and the lid is twisted counter-clockwise to lock it, the activation of the spring-loaded button against the cam on the base causes the window of the safety locking mechanism inside the lid to block the bobber valve from rising. As long as the bobber valve remains in the down position, the pressure cannot build up inside the unit.

The PSA also requested that LSM staff review and comment on any additional testing provided by the firm, if provided before the PSA is done. At this time, no additional testing has been provided by the firm.

U.S. Consumer Product Safety Commission Product Safety Assessment Report Draft – For Official Use Only – Draft		PSA No.	0057.21
		Case No.	RP180596
		Requested by	Carolina Abraham, (301) 504-7603
		Regional Office	
		Sample No.	
		CPSC Seal	
		Possible Counterfeit Product	
		IDI No.	
Product	Slow Cookers (0268)	Firm	Sunbeam Products, Inc. d/b/a Jarden Consumer Solutions
Evaluation Requested	Please assign to Zachary Foster to review the firm's label to determine if the proposed remedy is acceptable. • Review the effectiveness of the label to determine if the instructions adequately inform consumers about the correct way to properly lock the lid on the base. • Evaluate whether the warning label adequately warns about any hazard created when the lid is not properly locked. • Evaluate the effectiveness of the Firm's approach in sending consumers three labels from which they are to select, based on language preference, and place on their new lid.		
Potential Hazard	4.5 - Hot Liquid or Steam		
Prepared by (Name and Title)		Approved by (Name and Title)	
Zachary Foster Technical Officer		Rana Balci-Sinha - Technical Office Division Director Dean LaRue - PSA Coordinator	
Reviewed by (Name and Title)			
Date	11/2/2020	Date	11/3/2020

Product

The subject product is the Crock-Pot® 6.0-Quart Express Crock Multi-Cooker model SCCPPC600 (Figure 1). The product is a multi-use cooker and can be used as a slow cooker, pressure cooker, and steamer.



Figure 1: Picture of the product provided by the Firm**Background**

Please see HF PSAs 0390.19, 0173.20, and 0114.20 for an in-depth discussion of the subject hazard and the Firm's previous proposals for addressing the hazard. The subject hazard involves the lid forcefully expelling from the base, both while cooking and when the consumer attempts to remove the lid, and hot contents spilling from the pot, creating the potential for burns.

The Firm's corrective action consists of sending the consumer a redesigned lid, English, Spanish, and French versions of a redesigned lid decal, and instructions on how to apply the decal to the lid.

Examination

For this PSA, ESHF staff was asked to examine the Firm's redesigned lid decal and determine if the information provided on the decal adequately informs the consumer of the hazard and how to properly lock the lid onto the base. ESHF staff was also asked to evaluate the effectiveness of the Firm's approach in sending consumers the replacement lid decal.

The new lid decal is shown in Figure 2 below. This decal is meant to be adhered to the top of the lid (on the side closest to the base's controls). Like the original lid decal (Figure 3), this lid states that the lid must be in the locked position when pressure cooking and shows an image of the lid's arrow and the base's lock symbol aligned that indicates that this is the locked position. The new lid decal also contains information regarding the use of the product while cooking. The new lid decal warns the reader to not fill the pot above the max fill line, to lock the lid by aligning the arrow with the lock icon. Additionally, the decal provides instructions on what to do after a cooking cycle is complete, instructing readers to let the unit cool for at least 10 minutes, release pressure by opening the steam release valve (keeping hands and face clear of the valve), open the lid with an oven mitt, and waiting longer to remove the lid if it is difficult to open on the first attempt. Lastly, the decal contains a brief notice that instructs users to read the owner's manual before use and warns that the contents of the pot are hot and to use caution when opening.

According to email correspondences between the Firm and CPSC staff, the Firm has prepared a version of the new lid decal in English, Spanish, and French. The Firm plans to send the consumer the three decals, a redesigned lid, and instructions on how to apply the decal to the lid. Upon receipt, the consumer can then select the lid decal corresponding to their preferred language and apply it to the lid.

Note: ESHF staff was not provided with the instructions on how to apply the decal to the lid. However, ESHF staff believes that this procedure is something that most consumers will be able to do with ease.



Figure 2: New lid decal

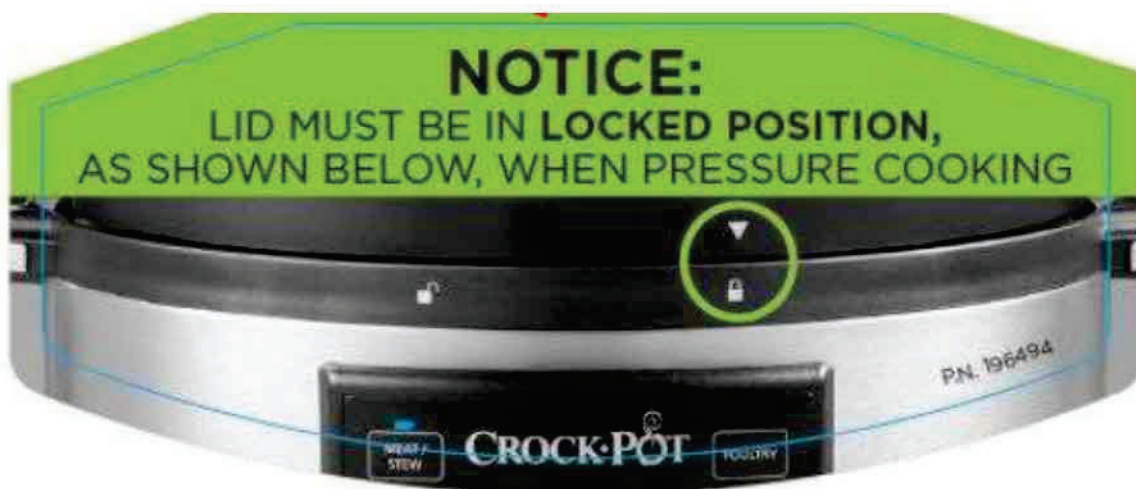


Figure 3: Original lid decal

Discussion

(b)(5)

**Conclusion**

ESHF staff concludes that the new lid decal adequately communicates how to lock the lid to the base, but does not adequately discuss the subject hazard and its potential consequences. ESHF staff believes that the Firm's approach of providing consumers lid decals in three different languages and allowing them to choose based on their language preference will be at least as effective as a trilingual language decal and more effective than a lid decal in a language that the consumer does not read or speak. ESHF staff also believes that most consumers will apply the lid decal to the lid, though it is foreseeable that some consumers will simply discard the lid decal.

U.S. Consumer Product Safety Commission Product Safety Assessment Report Draft – For Official Use Only – Draft		PSA No.	0114.20
		Case No.	RP180596
		Requested by	Carolina Abraham, (301) 504-7603
		Regional Office	
		Sample No.	
		CPSC Seal	
		Possible Counterfeit Product	
		IDI No.	
Product	Slow Cookers (0268)	Firm	Sunbeam Products, Inc. d/b/a Jarden Consumer Solutions
Evaluation Requested	Please assign to Zach Foster for review the firm's email regarding the new unit to discuss how these results, if any, influence our previous analysis of the old product. Provide a comparison between the old unit and new unit test to discuss the consumer's ability to properly lock the lid, force open the lid while under pressure, and the population of humans who can force open the lid while under pressure. Kindly attach evaluation as an addendum to previous PSA # 0390.19		
Potential Hazard	4.5 - Hot Liquid or Steam		
Prepared by (Name and Title)		Approved by (Name and Title)	
Zachary Foster Technical Officer		Stephen Harsanyi - Technical Officer Dean LaRue - PSA Coordinator	
Reviewed by (Name and Title)			
Date	8/25/2020	Date	8/25/2020

ADDENDUM 12/19/2019: This PSA is an addendum to previous PSA 0390.19 based on additional information provided by the Firm. The contents of PSA 0390.19 are included in this document; examination and analysis of the supplemental information provided by the Firm is provided in the Addendum section and is denoted by blue text.

AMENDMENT 8/25/2020: This PSA has been amended in order to clarify its conclusion. Amended contents are denoted by red text.

Product

The subject product is the Crock-Pot® 6.0-Quart Express Crock Multi-Cooker model SCCPPC600 (Figure 1). The product is a multi-use cooker and can be used as a slow cooker, pressure cooker, and steamer. The product is manufactured in China by Jiangmen Nanguang Electrical Appliance and is distributed in the United States by Sunbeam Products Incorporated (“Firm”). Since July 2017, approximately 523,247 units have been produced for distribution in the United States; approximately 349,663 of those units have been sold to consumers. The product is sold online and at retail at prices ranging from \$69.99 to \$99.99.



Figure 1: Picture of the product provided in the Full Report

Background

Hazard: ESHF staff examined numerous reports of the lid suddenly detaching from the product when pressurized, and superheated food/liquid expelling from the product. Incident reports detail occurrences of lid detachment where consumers attempted to remove the lid, as well as incidents where consumers were simply near the product at the moment of lid detachment. Some incidents resulted in burn injuries, property damage, or both. According to the Full Report, the Firm believes that the incidents are a result of the lid not being properly locked, consumers attempting to remove the lid while the product is pressurized, and filling the product above the maximum liquid fill line.

Remediation: According to the Full Report, beginning in mid-July 2018, the Firm has made multiple changes to the product's design and has added new instructional information. However, the Firm does not believe that the product contains a defect and is not currently considering any refund, replacement, or repair actions.

Examination

ESHF staff examined samples 18-302-0091-03 and 19-302-2060-03.

18-302-0091-03: This sample includes the multi-cooker in its original design (pre-July 2018), an owner's guide, a quick start guide/recipe book, and packaging. The multi-cooker consists of the heating base, cooking pot, lid with steam release valve, and power cord. A steaming rack, plastic spoon, and condensation collector are also included but are not required to operate the product. To operate the multi-cooker, the user must:

- place their ingredients in the cooking pot (which is seated inside the heating base),
- secure the lid,
- select the desired cooking function and press the corresponding button,
- adjust the temperature and/or pressure with the temp/pressure adjust buttons, if necessary,
- adjust the cooking time with the time selector buttons, if necessary,
- set the delay timer, if necessary (not available for certain cooking functions),
- rotate the steam release valve to the required position (Seal or Release), and
- press the start/stop button.

When cooking is complete, the user is instructed to let the product sit for at least 10 minutes. If a pressure cooking function was used, the user is instructed to use a kitchen utensil to move the steam release valve to the Release position and allow the product to depressurize. The user can elect to not wait 10 minutes before moving the steam release valve into the Release position (referred to as the "Quick Pressure Release Method"). However, the Firm warns users not to use the Quick Pressure Release Method when cooking liquid ingredients (casseroles, stocks, soups, etc.) or when cooking rice, though no possible consequences are mentioned.

The Owner's Guide is a 40-page document that contains a list of important safeguards, instructions on how to set up and operate the product, instructions on how to use each programmed function, instructions on how to clean and maintain the product, troubleshooting tips, and warranty information.

The Quick Start Guide/Recipe Book is a 39-page document that contains a guide on how to operate the product, as well as 34 unique recipes. The Quick Start Guide contains a disclaimer that states "**This Quick Start Guide is not meant to replace your Owner's Guide. Please read the Owner's Guide thoroughly before using the Quick Start Guide.**" Each recipe indicates the cooking function used to cook the item.

19-302-2060-03: This sample includes the redesigned multi-cooker with the changes discussed in the Full Report, an owner's manual, a quick start guide/recipe book, a form with information

on pressure cooking and the product's error codes (Attachment D of the Firm's supplemental documents), and packaging.

Changes to the multi-cooker that would be immediately apparent to the consumer include:

- The color of the bobber valve has been changed from silver to red.
- **“BOBBER VALVE”** is now printed on the lid next to the bobber valve.
- **“STEAM RELEASE VALVE”** is now printed on the steam release valve.
- Cautionary information on lid has been modified and text has been enlarged.
- Lid lock decal (Figure 2) has been added to the top of the lid.

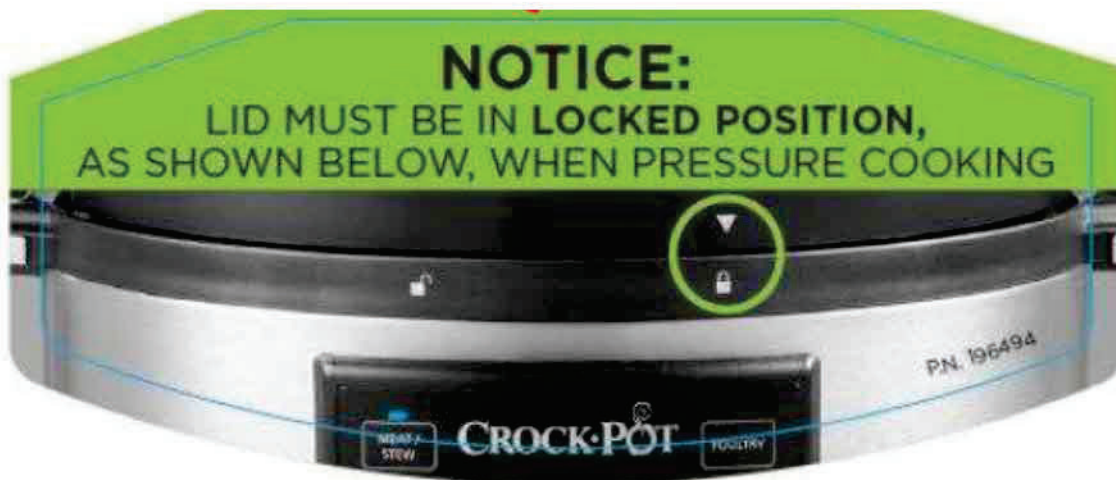


Figure 2: Lid lock decal on current model

Changes to the Owner's Manual include:

- Changed from “Owner's Guide” to “Owner's Manual”
- A warning to let the bobber valve drop completely before removing the lid has been added to #7 of the Important Safeguards section and #1 of the Quick Pressure Release Method section.
- Warning added to the Important Safeguards section stating that certain foods may clog the Steam Release Valve and that recipes must be followed closely.
- Illustration of the optional glass lid accessory has been added.
- A section titled **“A NOTE ABOUT PRESSURE COOKING”** has been added (Figure 3).
- A section titled **“USING A ‘MANUAL’ SETTING WHILE PRESSURE COOKING”** has been added (Figure 4).
- A warning to not use the Quick Pressure Release Method when cooking foods high in liquid content (casseroles, stocks, soups, etc.) has been added.
- A section explaining the bobber valve has been added (Figure 5).
- A chart detailing the product's various functions has been added (Figure 6).

- An illustration showing how to remove the steam release valve has been added.
- The “**ERROR CODES**” section has been renamed “**NOTIFICATION CODES**” and has been revised to provide more information on the codes.

A NOTE ABOUT PRESSURE COOKING

Pressure cookers generate steam in order to build pressure. Liquid is needed to create steam. So in order for your Express Crock to build enough pressure to cook your meal, there needs to be enough liquid in the pot to boil and generate steam. One cup – or 8 oz – of liquid (it can be water, chicken broth, etc.) is usually enough liquid to successfully build pressure. If your recipe is too thick or doesn't have enough liquid in it, then you will receive an E6 Notification Code during the cooking cycle.

Figure 3: A Note About Pressure Cooking

USING A “MANUAL” SETTING WHILE PRESSURE COOKING

Although none of the buttons on Express Crock are labeled as “Manual” pressure, it is very easy to do. If you have a pressure recipe that requires a manual setting – or if you simply want to pressure cook using your own pressure setting and cook time – then select **BEANS/CHILI** and adjust the pressure and cook time as desired.

Figure 4: Using a “Manual” Setting While Pressure Cooking

BOBBER VALVE

When Bobber Valve is in the "UP" position, DO NOT attempt to open the Lid, as the Multi-Cooker is still under pressure. When the Bobber Valve is in the "DOWN" position, the pressure has released. (See figure 4)

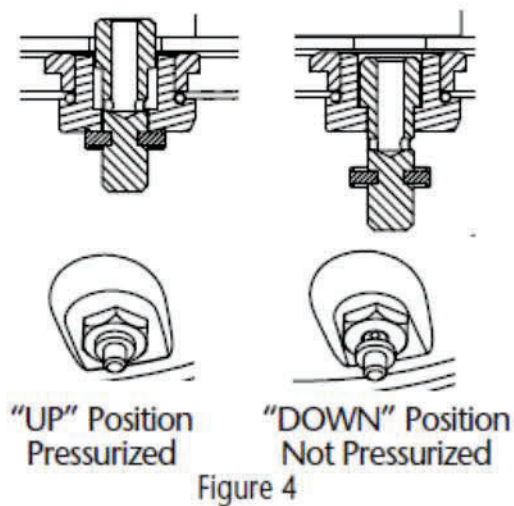


Figure 5: Bobber Valve

FUNCTION	PRESSURE COOK	LID REQUIRED	STEAM RELEASE VALVE POSITION
MEAT/STEW	Yes	Yes	Seal
BEANS/CHILI	Yes	Yes	Seal
RICE/ RISOTTO	Yes	Yes	Seal
YOGURT	No	Yes (in some steps)	Release
POULTRY	Yes	Yes	Seal
DESSERT	Yes	Yes	Seal
SOUP	Yes	Yes	Seal
MULTIGRAIN	Yes	Yes	Seal
SLOW COOK	No	Yes	Release
BROWN/ SAUTÉ	No	No	Do Not Use Lid
STEAM	Yes	Yes	Seal

Figure 6: Cooking Function Chart

The Quick Start Guide/Recipe Book replaces some of recipes originally included, but remains largely unchanged.

Discussion

(b)(5)



(b)(5)



(b)(5)

(b)(5)



(b)(5)



(b)(5)

Conclusion

(b)(5)

(b)(5)

Addendum 12/19/2019**Examination**

ESHF staff examined the following documents:

- “Attachment P_Supplement 2_Incident Summary_Oct2019”
- “Attachment Q_Supplement 2 Claims Documents”
- “Attachment U – Lid Torque 1kPa”
- “Attachment V – No Pressure Torque”

Attachment P is the Firm’s updated incident report, which contains information on five different incidents reported between June 17, 2019 and October 16, 2019. All five incidents describe the unit “exploding”. Three of the incidents involve the old design. The design is unknown for the remaining two incidents.

Attachment Q is the Firm’s updated claims report, containing 6 different claims reported between June 17, 2019 and October 16, 2019 (these are separate from the incidents discussed above). All six claims allege that the victims received burn injuries; five of the claims specifically attribute the burns to the product malfunctioning. Three of the claims involve the old design, the design is unknown for the remaining two claims.

Attachment U details the testing parameters in which the newer model of the product was brought to full pressurization and the torque required to remove the lid was measured. Six samples were tested five times each at 1 KPa of pressure; torque values were recorded for each cycle. The torque required to open the lid ranged between 306 and 584 in-lbf, with a mean torque of approximately 373 in-lbf and a median torque of 362.5 in-lbf.

Attachment V contains the measured torques required to lock and unlock 30 different samples of the newer model of the product with no pressurization. The locking torque ranged between 12.5 and 18 in-lbf, while the unlocking torque ranged between 13 and 18 in-lbf.

Discussion

(b)(5)

(b)(4); (b)(3);CPSA Section 6(a)

Figure 10: Results of torque testing on old models

(b)(5)

The torque that a person will be able to exert on the lid will vary depending on a number of factors such as the person's strength, the proximity of the person to the lid, the angle at which the lid is gripped, how the lid is gripped, and so on. While the motion most likely to be used to open the lid is similar to that of turning a doorknob or twisting the lid off of a jar, the grip that will be used is similar to that of a wrench or door handle (*i.e.*, a lever). In a study by the Department of Trade and Industry (DTI)¹, vertical wrist-twisting strength when using a door lever was measured to be significantly higher than when using a butterfly nut, tap, or knob. Additionally, the study found that, for the vertical wrist-twisting strength on a door lever test, all participants between the ages of 11 and 60 were able to exert more than 80 in-lbf (9.039 Nm), while most of the male subjects between ages 16 and 80 and some of the female subjects between ages 11 and 90 were able to exert more than 208 in-lbf (23.501 Nm). (b)(5)

(b)(5)

Regarding the new product design, the DTI study indicates that some adults (particularly adult males) may be able to exert the minimum torque required to open the new lid during a cooking cycle (306 in-lbf / 34.57 Nm). However, this population is significantly smaller than the population that could likely open the old lid, and decreases even further as the required torque increases. (b)(5)

(b)(5)

Regarding Attachment V, the Firm believes that the torque required to lock/unlock the lid under no pressure is comparable among both designs. ESHF staff opines that almost all consumers will be able to exert this level of torque (12.5-18.5 in-lbf).

(b)(5)

¹ Child Strength First report by University of Nottingham / IOE, sponsored by Dept. Trade & Industry DTI UK, p. 13

Conclusion

(b)(5)

U.S. Consumer Product Safety Commission Product Safety Assessment Report Draft – For Official Use Only – Draft		PSA No.	0173.20
		Case No.	RP180596
		Requested by	Carolina Abraham, (301) 504-7603
		Regional Office	
		Sample No.	19-302-2060; 18-302-0091
		CPSC Seal	
		Possible Counterfeit Product	
		IDI No.	
Product	Slow Cookers (0268)	Firm	Sunbeam Products, Inc. d/b/a Jarden Consumer Solutions
Evaluation Requested	Please assign to Zach Foster to review whether the updated warnings and instructions on the new unit affect the likelihood that a consumer may misalign the lid, which could allow hot contents to eject from the product, in comparison to the old product.		
Potential Hazard	4.5 - Hot Liquid or Steam		
Prepared by (Name and Title)		Approved by (Name and Title)	
Zachary Foster Technical Officer		Stephen Harsanyi - Technical Officer Dean LaRue - PSA Coordinator	
Reviewed by (Name and Title)			
Date	2/3/2020	Date	2/4/2020

Product

The subject product is the Crock-Pot® 6.0-Quart Express Crock Multi-Cooker model SCCPPC600 (Figure 1). The product is a multi-use cooker and can be used as a slow cooker, pressure cooker, and steamer.



Figure 1: Picture of the product provided in the Full Report

Background

The Firm has reported incidents involving the product, in which the lid suddenly detached from the product while pressurized, and superheated food and liquid expelled from the product. The Firm has attributed these incidents to the following usage errors: 1. Consumers improperly aligning/locking the lid, 2. Consumers attempting to remove the lid while the product is pressurized, 3. Consumers filling the product above the maximum liquid fill line, or some combination of these factors.

ESHF staff has previously submitted two PSAs (PSA 0390.19 and PSA 0114.20) examining both the original and new design of the product. For this PSA, ESHF staff has been asked to evaluate the warnings and instructions of both designs and determine whether the updates to the warnings and instructions affect the likelihood of the consumer misaligning the lid.

Examination

ESHF staff examined samples 18-800-1580-01 (original design) and 19-302-2060-02 (new design). While the construction and function of the product appear largely identical between the two designs, ESHF staff noted the following differences between the two designs:

- The steam release valve for the new design now contains a triangular symbol and the text “STEAM RELEASE VALVE,” as well as a hang tag with information regarding use of the steam release valve (Figure 2),
- The color of the bobber valve has been changed from silver to red, and the text “BOBBER VALVE” has been added to the perimeter of the bobber valve (Figure 3),
- A sticker containing instructions on how to properly lock the lid has been added to the lid for the new design (Figure 4),
- Layout and contents of cautionary information printed on lid has been changed (Figures 5 and 6).

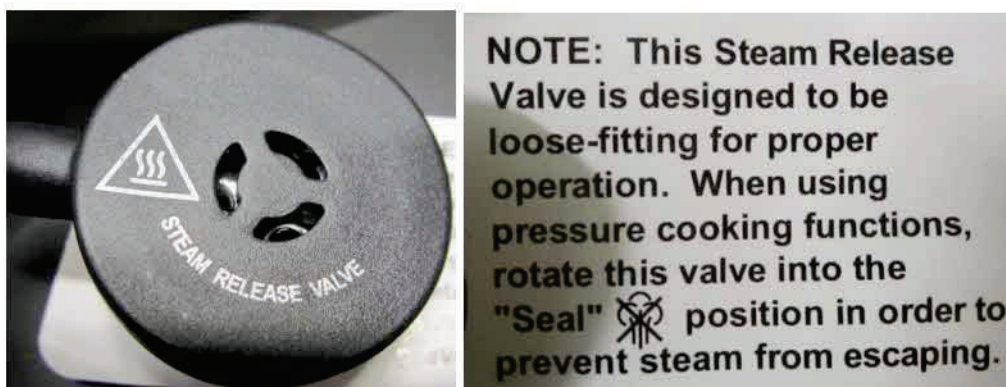


Figure 2: Photo of the steam release valve (left) and accompanying hang tag (right) found on sample 19-302-2060 (new design)



Figure 3: Photo of the bobber valve on the original design (left) and new design (right)

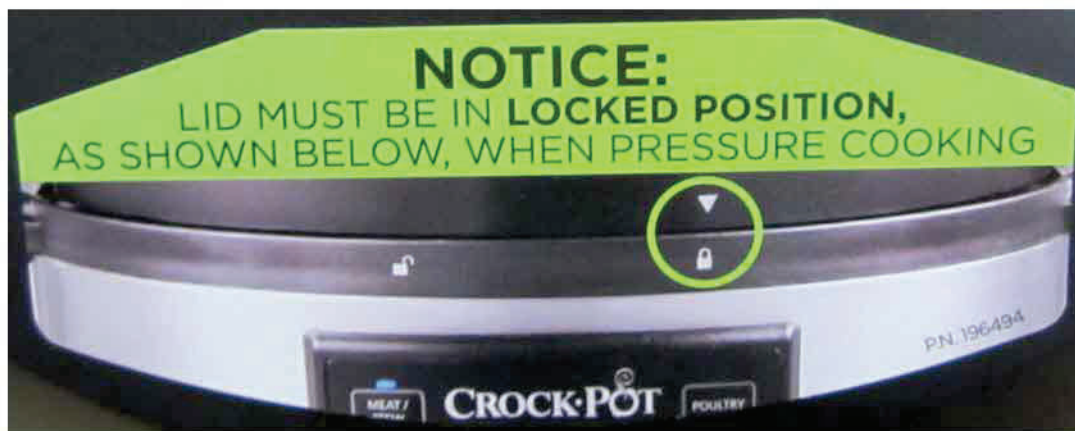


Figure 4: Lid locking sticker found on new design

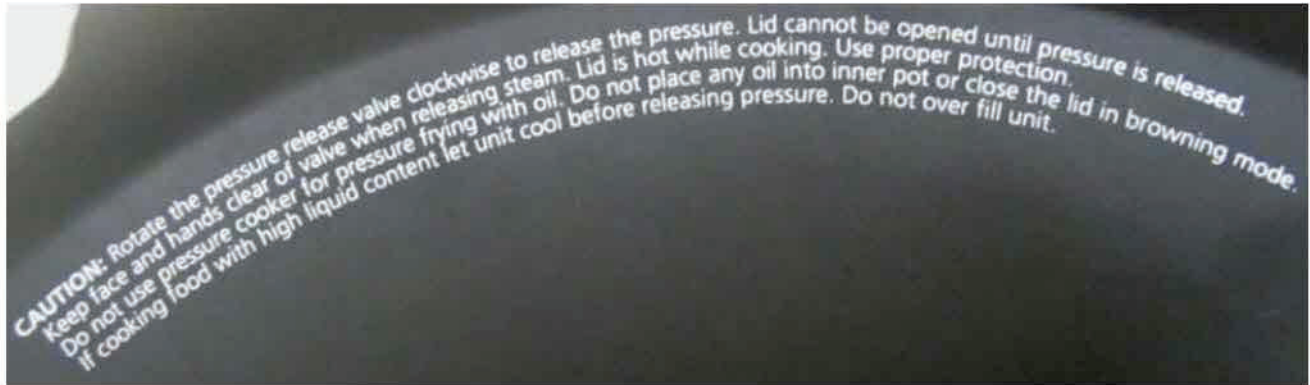


Figure 5: Caution information on original design



Figure 6: Caution information on new design

ESHF staff also notes the following changes made to the instruction manual, as discussed in PSA 0390.19:

- Title changed from "Owner's Guide" to "Owner's Manual"
- Instructions to let the bobber valve drop completely before removing the lid have been added to #12 of the Important Safeguards section and #1 of the Quick Pressure Release Method section.
- Statement added to the Important Safeguards section stating that certain foods may clog the Steam Release Valve and that recipes must be followed closely.
- Illustration of the optional glass lid accessory has been added.

- A section titled: “**A NOTE ABOUT PRESSURE COOKING**” has been added (Figure 7).
- A section titled: “**USING A ‘MANUAL’ SETTING WHILE PRESSURE COOKING**” has been added (Figure 8).
- A caution to not use the Quick Pressure Release Method when cooking foods high in liquid content (casseroles, stocks, soups, etc.) has been added.
- A section explaining the bobber valve has been added (Figure 9).
- A chart detailing the product’s various functions has been added (Figure 10).
- An illustration showing how to remove the steam release valve has been added.
- The “**ERROR CODES**” section has been renamed: “**NOTIFICATION CODES,**” and has been revised to provide more information on the codes.

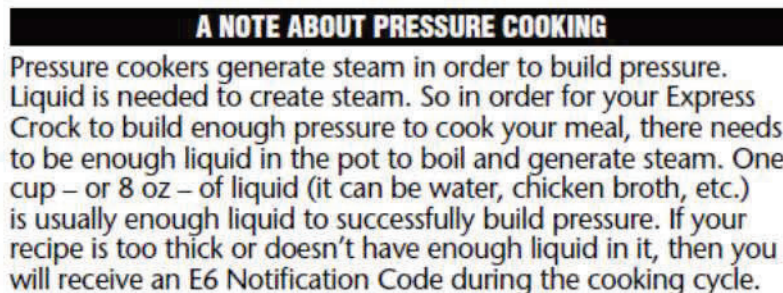


Figure 7: A Note About Pressure Cooking

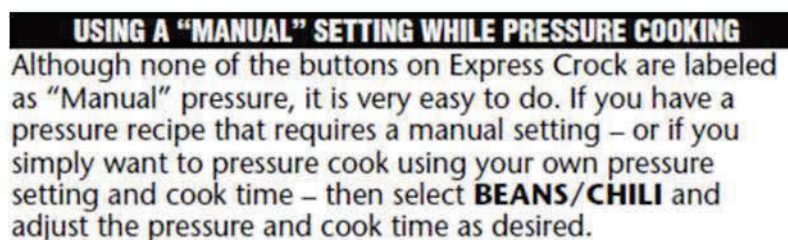


Figure 8: Using a “Manual” Setting While Pressure Cooking

BOBBER VALVE

When Bobber Valve is in the "UP" position, DO NOT attempt to open the Lid, as the Multi-Cooker is still under pressure. When the Bobber Valve is in the "DOWN" position, the pressure has released. (See figure 4)

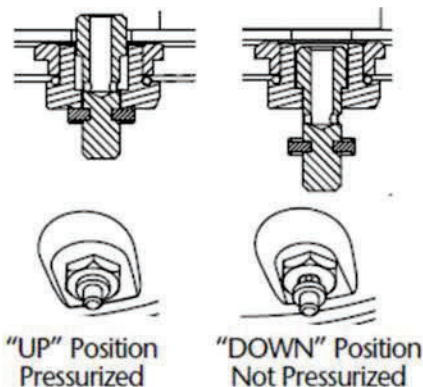


Figure 9: Bobber Valve

FUNCTION	PRESSURE COOK	LID REQUIRED	STEAM RELEASE VALVE POSITION
MEAT/STEW	Yes	Yes	Seal
BEANS/CHILI	Yes	Yes	Seal
RICE/ RISOTTO	Yes	Yes	Seal
YOGURT	No	Yes (in some steps)	Release
POULTRY	Yes	Yes	Seal
DESSERT	Yes	Yes	Seal
SOUP	Yes	Yes	Seal
MULTIGRAIN	Yes	Yes	Seal
SLOW COOK	No	Yes	Release
BROWN/ SAUTÉ	No	No	Do Not Use Lid
STEAM	Yes	Yes	Seal

Figure 10: Cooking Function Chart

Also included with the new design is a two page insert (Appendix), which contains some of the same information added to the product and instruction manual.

Discussion

(b)(5)



Conclusion

(b)(5)



Appendix

Appendix: Additional Instructions

CROCK·POT.

EXPRESS CROCK MULTI-COOKER

Congratulations on receiving your new Crock-Pot® Express Crock Multi-Cooker!

To keep you as happy and informed about your Express Crock as possible, we have added some additional helpful hints & tips below to guide you through the pressure cooking process.

A NOTE ABOUT PRESSURE COOKING

Pressure cookers generate steam in order to build pressure. Liquid is needed to create steam. So in order for your Express Crock to build enough pressure to cook your meal, there needs to be enough liquid in the pot to boil and generate steam. One cup – or 8 oz – of liquid (it can be water, chicken broth, etc.) is usually enough liquid to successfully build pressure. Foods that expand during cooking (e.g., rice, beans, dried vegetables, potatoes, carrots, etc.) should never go above the 1/2 mark in the Cooking Pot. If your recipe is too thick or doesn't have enough liquid in it, then you will receive an E6 Notification Code during the cooking cycle (more on this below). The amount of time the Multi-Cooker takes to gain pressure varies according to humidity and water temperature, but average pressurization time is 13-15 minutes.

Note: Do not use the Quick Pressure Release Method when cooking foods with high liquid content, like soup, stew, etc. For these, please use the Natural Release Method, waiting at least 10 minutes after cooking is complete to rotate the Steam Release Valve.

Using a "Manual" Setting While Pressure Cooking:

Although none of the buttons on Express Crock are labeled as "Manual" pressure, it is very easy to do. If you have a pressure recipe that requires a manual setting – or if you simply want to pressure cook using your own pressure setting and cook time – then select BEANS/CHILI and adjust the pressure and cook time as desired.



All About "E" Notification Codes and How to Resolve Them:

Your Express Crock has been designed to help you achieve just the right results for every meal. If the Express Crock notices that something in the recipe or cooking cycle needs to be optimized at any point, it will stop cooking and give you an "E" Notification Code on the display screen. These "E" Notification Codes are very easy to resolve, and ensure that your meal gets cooked to perfection.

- **E5 NOTIFICATION CODE** – This code appears when either the lid or Steam Release Valve is being used incorrectly for a non-pressure cook setting. Please note that the lid should never be used when using the Brown/Sauté setting. When using the lid during the Slow Cook or Yogurt settings, the Steam Release Valve must be turned to the open or “Release” position. If you receive the E5 Notification during any of these situations, then simply remove the lid while using Brown/Sauté, or correctly position Steam Release Valve to “Release” while using Slow Cooking or Yogurt, and then unplug the unit for at least 5 seconds, re-plug it in and re-program your cook settings to begin cooking.
- **E6 NOTIFICATION CODE** – If you receive this code while cooking, it means that the Express Crock was unable to generate enough steam to pressurize completely. To resolve, follow the steps below:
 1. Make sure that the Steam Release Valve is turned to the closed or “Seal” position. If it was not in the correct position, then rotate it to the correct position and jump to step 3 below.
 2. If the Steam Release Valve was in the correct position, then turn it to the “Release” position and wait for the unit to de-pressurize. Then remove the lid and look underneath it to make sure the Sealing Gasket (large rubber ring) is properly secured to the underside of the lid.
 3. Add another cup of liquid (water, broth, etc.) to the cooking pot, stir your ingredients, and reattach the lid, making sure the Steam Release Valve is in the “Seal” position.
 4. Unplug the unit for at least 5 seconds, and then re-plug it in and re-program your cook settings to begin cooking.

AND FINALLY, THIS HANDY CHART BELOW WILL HELP YOU DETERMINE HOW TO USE THE LID AND STEAM RELEASE VALVE CORRECTLY FOR ALL OF THE EXPRESS CROCK COOK SETTINGS:

FUNCTION	PRESSURE COOK	LID REQUIRED	STEAM RELEASE VALVE POSITION
MEAT/STEW	Yes	Yes	Seal
BEANS/CHILI	Yes	Yes	Seal
RICE/RISOTTO	Yes	Yes	Seal
YOGURT	No	Yes (in some steps)	Release
POULTRY	Yes	Yes	Seal
DESSERT	Yes	Yes	Seal
SOUP	Yes	Yes	Seal
MULTIGRAIN	Yes	Yes	Seal
SLOW COOK	No	Yes	Release
BROWN/SAUTÉ	No	No	Do Not Use Lid
STEAM	Yes	Yes	Seal

Note: Optional Glass Lid accessory may be used for any NON-pressure functions.



P.N. 194847 Rev B



**United States
CONSUMER PRODUCT SAFETY COMMISSION
Washington, D.C. 20207**

MEMORANDUM

Date: March 28, 2019

TO : Christopher , Brown, Compliance Officer,
Defect Investigations Division, Office of Compliance and Field Operations

Through: Gregory B. Rodgers, Ph.D., Associate Executive Director,
Directorate for Economic Analysis
Robert L. Franklin, Supervisory Economist,
Directorate for Economic Analysis

FROM: Mark Bailey, Economist, Directorate for Economic Analysis

SUBJECT: PSA 0277.19 – Multi-cookers

(b)(5)

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information Act

Withheld pursuant to exemption

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of the Freedom of Information Act

Withheld pursuant to exemption

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of the Freedom of Information Act

U.S. Consumer Product Safety Commission Product Safety Assessment Report Draft – For Official Use Only – Draft		PSA No.	0389.19
		Case No.	RP180596
		Requested by	Christopher Brown, (301) 504-7531
		Regional Office	
		Sample No.	18-302-0091; 18-800-1580; 19-302-2060
		CPSC Seal	intact
		Possible Counterfeit Product	
		IDI No.	Multiple
Product	Slow Cookers (0268)	Firm	Sunbeam Products, Inc. d/b/a Jarden Consumer Solutions
Evaluation Requested	Please the review the Full Report, supplemental documents, incident information, IDIs, samples, the compliance management email dated 4/18/19 and notes from the 5/1/19 kick off meeting. Please evaluate the samples and conduct appropriate testing. Please elaborate on the results and any safety concerns you may have.		
Potential Hazard	4.5 - Hot Liquid or Steam		
Prepared by (Name and Title)		Approved by (Name and Title)	
Duncan Scott Snyder, Mechanical Engineer, LSM Technical Officer		Michael Nelson - Technical Office Division Director Dean LaRue - PSA Coordinator	
Reviewed by (Name and Title)			
Original approval date 5/29/2019 Amended			
Date	8/6/2020	Date	8/6/2020

I. Product

The product is the Sunbeam Crock-Pot® 6.0-Quart Express Crock Multi-Cooker, model SCCPPC600. The Cooker is a multi-use cooker and is programmable to be used as a slow cooker, pressure cooker and steamer. Figure 1 shows the product.



Figure 1. This shows the Sunbeam Crock-Pot® 6.0-Quart Express Crock Multi-Cooker, model SCCPPC600.

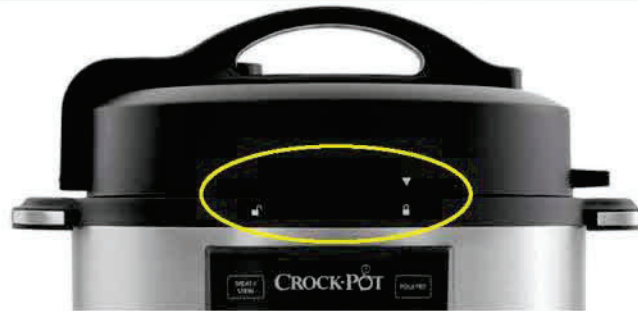
II. Background


The PSA requested that LSM staff review the Full Report, supplemental documents, incident information, and IDIs.

The Full Report, dated September 10, 2018, included the following information.


4. Description of the Nature of the Defect, Failure to Comply, or Risk – 16 C.F.R. § 1115.13(d)(4)

Sunbeam has received consumer feedback that some consumers have experienced the Cooker pressurizing even though, Sunbeam believes, the lid is not in the properly locked position. As a result of the lid not being properly locked, consumers have witnessed steam escaping and the lid inadvertently detaching either with or without contact. Some of these incidents have resulted in injury and property damage. In these incidents, Sunbeam believes the lid was secured in some orientation (other than using the LOCK/UNLOCK symbols) which would cause the lid to be wedged closed but not locked. See photos and captions below.



Lid Properly Locked (▼ aligned with )



Lid NOT Properly Locked (▼ NOT aligned with  and lid crooked with gap)

To date, Sunbeam's initial investigation and preliminary conclusions indicate that if consumers experience steam escaping and the lid detaching, the product is not being used in accordance with the user instructions in the Owner's Guide and on the product for properly locking the lid before pressure cooking functionality is initiated. Attachment A shows the product safeguards and instructions on the product and in the Owner's Guide regarding proper lid locking. The instructions for proper lid locking are presented numerous times throughout the Owner's Guide for each specific

Sunbeam Crock-Pot® 6.0-Quart Express, model SCCPPC600

PSA 0389.19

cooking mode and are clearly evident on the product with LOCK/UNLOCK symbols near the front control panel as shown above.

Sunbeam has not identified any product defect that would cause this type of inadvertent steam escape and lid detachment when the lid is properly locked pursuant to the instructions and labeling; the lid cannot inadvertently detach and allow hot liquid contents to escape when the lid is properly locked. Sunbeam is continuing its investigation by retrieving consumer's products and analyzing their particular use patterns.

Another set of consumer incidents have occurred when the consumer deliberately removed the lid while the product was still under pressure. Sunbeam believes in these incidents, the consumer attempted to open the lid (with the lid either properly locked or not) while the product was still under pressure, without allowing the product to cool, without completely releasing any internal pressure by the Steam Release Valve (see photo below showing Steam Release valve position to release internal steam and pressure) and without allowing the Bobber Valve to drop (which indicates that all internal pressure has been released. Until all of the internal pressure is released, the Bobber Valve will not open. The Bobber Valve is connected to the interlock feature that prevents the lid from being opened until all of the pressure is released). Sunbeam believes that consumers are releasing most of the pressure by the Steam Release Valve but then they are forcing the lid open before the contents have been allowed to cool and before the Bobber Valve drops. As noted above for improper lid locking, if the lid were not properly locked, the lid could be opened under this scenario with minimal force. However, a properly locked lid may be forced open with the Bobber Valve still engaged if excessive force is applied.



An additional factor that would contribute to the escape of hot liquid contents even if pressure is attempted to be released is if the liquid level is higher than the maximum fill line for liquid. This over-fill condition could cause hot liquid to escape. The Owner's Guide provides instructions for safely opening the lid by allowing the unit to cool and releasing any pressure at the end of cooking. The cooking pot is also physically marked with the maximum liquid fill line. The instructions for

10. Explanation of Changes to Correct Defect – 16 C.F.R. § 1115.13(d)(10)

Based on Sunbeam's investigation and analysis of consumer incident data and returned units, Sunbeam does not believe the Cooker contains any defect. Sunbeam believes the incidents are related to consumers not correctly locking the lid and/or forcibly opening the lid after cooking before the internal pressure has been completely released. While the incidents and those that have resulted in injury are concerning, the number of incidents that have been reported compared to the

number of units purchased by consumers is extremely small (0.0076%) suggesting that an overwhelming number of consumers are using the product correctly and without incident and that the product does not contain a defect. To enhance the consumer's interaction with the product, Sunbeam has identified several areas of change that will help reduce the misuse of the Cooker.

Locking Label on Lid:

New production of the Cooker includes a label on the top of the lid that emphasizes the proper locking position of the lid. This label began implementation in mid-July 2018. See **Attachment C**.

Additional Instructions:

New production of the Cooker includes an additional instruction sheet separate from the User Guide that emphasizes the proper locking position of the lid and provides additional error code troubleshooting tips. This instruction sheet began implementation in mid-July 2018. See **Attachment D**.

User Guide revision:

The user guide has been revised to improve the communication about releasing pressure at the end of cooking and to include additional information about the Bobber Valve. See pages 20 & 21 for the Sections about "Bobber Valve" and "Releasing Pressure at the End of Cooking". These User Guide revisions began implementation in mid-July 2018. See **Attachment E**. Sunbeam also notes that future production will include printed information on the lid identifying the Bobber Valve component.

Product changes:

Various changes have been and will be implemented on the Cooker that tighten tolerances, change dimensions and change materials and colors all aimed at making the lid properly locked and non-removeable when under pressure.

- a. Lid Bracket material changed from aluminum to stainless steel to increase rigidity and increase the amount of torque required if consumer tries to force lid open while under pressure. This bracket interfaces with the Locking Pin and is part of the interlock. This change began implementation in mid-July 2018.
- b. Locking Pin length increased from 8mm to 8.5mm to yield a tighter fit against the Middle Pot (toothed ring) and to enhance integrity of interlock. This change began implementation in mid-July 2018.
- c. Middle Pot tolerances tightened to provide better control for a tighter fit and enhanced interlock if consumer tries to force lid open while under pressure. This change began implementation in mid-July 2018.
- d. Bobber Valve color changed to RED to provide a better visual when it is still engaged (raised). This change began implementation in mid-July 2018.
- e. Magnet cover height is extended to help eliminate the lid locking in an abnormal position and allowing pressurization. The height of the magnet cover on the lid will be increased by 2mm and the height of the outer rim (mating surface with magnet cover) on the base will be increased by 7mm. These changes will prevent the unit from pressurizing if the lid is placed in any abnormal position other than the proper locking position. This change will begin implementation in mid to late September 2018. See **Attachment F**.
- f. Enhance the Caution information printed on the lid to provide reminders about key use instructions. This change began implementation in mid-July 2018. See **Attachment G**.

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(b)(4) ; (b)(3):CPSA Section 6(a)

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(b)(4) ; (b)(3):CPSA Section 6(a)

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(b)(4) ; (b)(3):CPSA Section 6(a)

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(b)(4) ; (b)(3):CPSA Section 6(a)

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Sunbeam Crock-Pot® 6.0-Quart Express, model SCCPPC600

PSA 0389.19

The file included numerous IDIs and Incident Reports. LSM staff reviewed this information to verify the document, record the model number, record if there was any consumer burn injuries, and determine how the consumer described the failure. Table 1 shows this information.

Table 1. Types of Failures

IDI	Valid IDI	Pressure Cooker Model	Consumer received burn Injury	Type of Failure		
				Steam Released but Lid Stayed on	Explosion of lid and ejection of hot liquid after starting/restarting cooking without consumer touching lid	Consumer was able to remove lid while pressure was still in cooker Hot liquid was ejected
<u>180913CCC2032</u>	X	SCCPPC600V1	X	-	-	X
<u>180913CCC2033</u>	-	-	-	-	-	-
<u>180913CCC1008</u>	-	-	-	-	-	-
<u>180913CCC1009</u>	X	Unknown	X	-	-	X
<u>180913CCC1011</u>	X	SCCPPC600	X	-	X	-
<u>180913CCC2034</u>	-	-	-	-	-	-
<u>180913CCC2035</u>	X	SCCPPC600V1	X	-	X	-
<u>180913CCC3256</u>	-	-	-	-	-	-
<u>180913CCC3262</u>	-	-	-	-	-	-
<u>190322CCC1315</u>	X	SCCPPC600	X	-	-	X
<u>190322CCC1324</u>	X	SCCPPC600V1	X	-	X	-
<u>190322CCC2281</u>	X	SCCPPC600V1	-	-	X	-
<u>190322CCC1316</u>	-	-	-	-	-	-
<u>190322CCC1317</u>	-	-	-	-	-	-
<u>190322CCC1318</u>	X	SCCPPC600V1	X	X	-	-
<u>190322CCC1319</u>	-	-	-	-	-	-
<u>190322CCC1320</u>	X	SCCPPC600	-	-	X	-
<u>190322CCC1321</u>	-	-	-	-	-	-
<u>190322CCC1322</u>	X	SCCPPC600	X	-	X	-
<u>190322CCC1323</u>	-	-	-	-	-	-

Table 1. Types of Failures, cont.

IDI	Valid IDI	Pressure Cooker Model	Consumer received burn Injury	Type of Failure		
				Steam Released but Lid Stayed on	Explosion of lid and ejection of hot liquid after starting/restarting cooking without consumer touching lid	Consumer was able to remove lid while pressure was still in cooker Hot liquid was ejected
<u>190322CCC2272</u>	-	-	-	-	-	-
<u>190322CCC2273</u>	-	-	-	-	-	-
190322CCC2274	X	SCCPPC600V1	X	-	X	-
190322CCC2275	-	-	-	-	-	-
190322CCC2276	-	-	-	-	-	-
190322CCC2277 Not enough info	-	SCCPPC600	-	-	-	-
190322CCC2278	-	-	-	-	-	-
190322CCC2279	-	-	-	-	-	-
190322CCC2280	X	SCCPPC600	X	-	X	-
<u>190322CCC2282</u>	X	SCCPPC600V1	-	-	-	X
190322CCC2284	X	SCCPPC600V1	X	-	X	-
<u>190322CCC3262</u>	X	SCCPPC600V1	X	-	-	X
190322CCC3263	-	-	-	-	-	-
190322CCC3264	X	SCCPPC600	X	-	X	-
190322CCC3265	X	SCCPPC600V1	X	-	X	-
190322CCC3266	-	-	-	-	-	-
190322CCC3267	-	-	-	-	-	-
Total	17	-	14	1	11	5

Sunbeam Crock-Pot® 6.0-Quart Express, model SCCPPC600

PSA 0389.19

Based on the information in Table 1, there were (at least):

- 5 reported incidents (with 4 burn injuries) were consumers were able to open the lids while there was still dangerous pressure in the cookers, and hot liquid/food was ejected.
- 11 reported incidents (with 9 burn injuries) were the lid blew off the cookers shortly after the consumers either started or restarted cooking, and hot liquid/food was ejected.
- 1 incident with a burn injury were the seals leaked steam, but the lid stayed on.

Attachment S in the firm's Full Report showed that the old model pressure cooker, SCCPPC600 can pressurize when the lids are not fully locked. The firm's videos also showed that if this old model pressure is pressurized and the lid is not fully locked, the lid could release if it bumped.

III. Examination

The PSA requested that LSM staff evaluate the samples and conduct appropriate testing. LSM staff received one incident sample, Sample Number 18-800-1580. Figures 2-6 show the incident sample, an old model SCCPPC600.

NOTE: What the firm calls the "lid bracket" LSM staff has been calling it the "connector". In this PSA the "lid bracket" will be referred to as the "connector". What the firm calls the "locking pin" LSM staff has been calling it the "spring-loaded push button". This PSA will refer to it as the "spring loaded push button". What the firm calls the "bobber valve" LSM staff has been calling the "floating locking valve". This PSA will refer to it as the "floating locking valve".



Figure 2. This shows the incident pressure cooker, Sample Number 18-800-1580 is model SCCPPC600-V1, with date code K3348JN



Figure 3. This shows the incident cooker's base and underside of the lid.

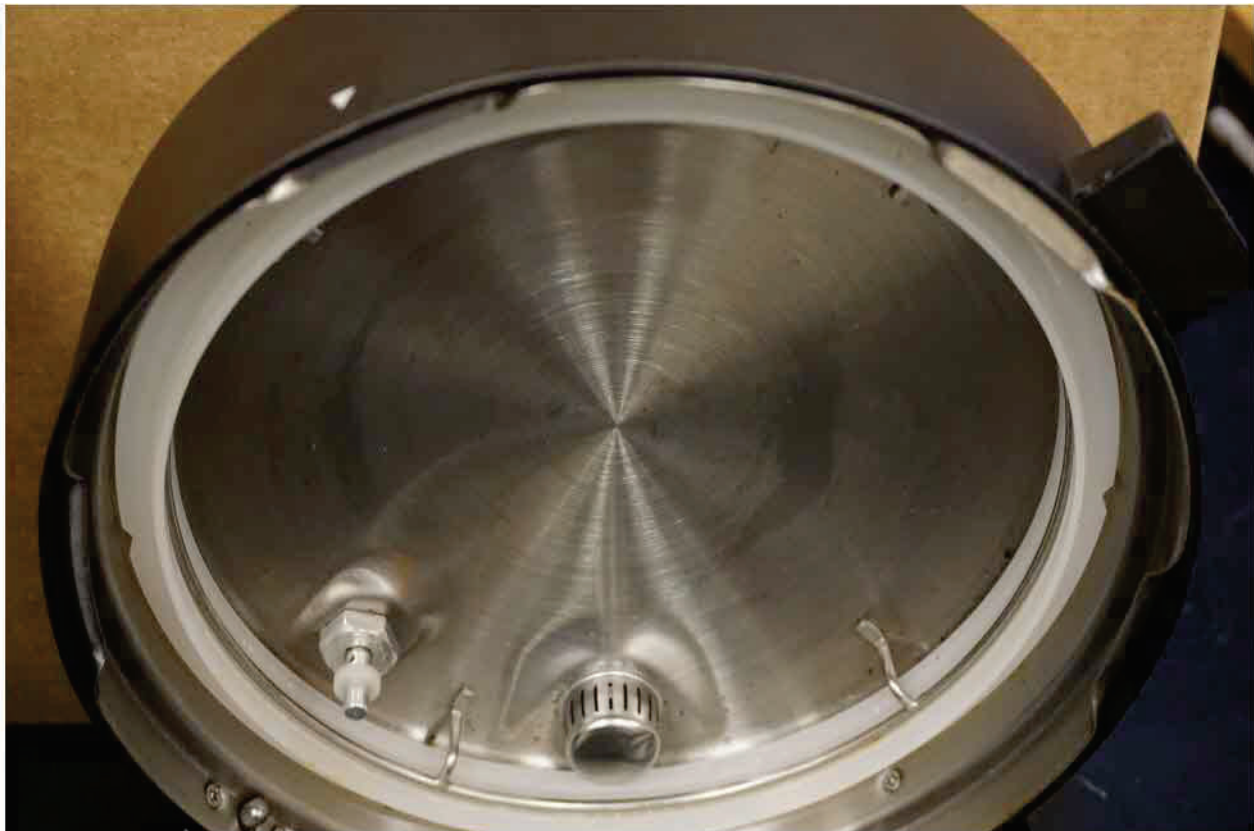


Figure 4. This shows a close-up of the underside of the incident cooker's lid.

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of the Freedom of Information Act

Sunbeam Crock-Pot® 6.0-Quart Express, model SCCPPC600

PSA 0389.19

IV. Discussion

(b)(5)



(b)(5)



Sunbeam Crock-Pot® 6.0-Quart Express, model SCCPPC600

PSA 0389.19

(b)(5)



Sunbeam Crock-Pot® 6.0-Quart Express, model SCCPPC600

PSA 0389.19

(b)(5)



V. Conclusion

(b)(5)



The firm proposed several design changes to address the first failure mode, including:

- a. Lid Bracket material changed from aluminum to stainless steel to increase rigidity and increase the amount of torque required if consumer tries to force lid open while under pressure. This bracket interfaces with the Locking Pin and is part of the interlock. This change began implementation in mid-July 2018.
- b. Locking Pin length increased from 8mm to 8.5mm to yield a tighter fit against the Middle Pot (toothed ring) and to enhance integrity of interlock. This change began implementation in mid-July 2018.
- c. Middle Pot tolerances tightened to provide better control for a tighter fit and enhanced interlock if consumer tries to force lid open while under pressure. This change began implementation in mid-July 2018.
- d. Bobber Valve color changed to RED to provide a better visual when it is still engaged (raised). This change began implementation in mid-July 2018.
- e. Magnet cover height is extended to help eliminate the lid locking in an abnormal position and allowing pressurization. The height of the magnet cover on the lid will be increased by 2mm and the height of the outer rim (mating surface with magnet cover) on the base will be increased by 7mm. These changes will prevent the unit from pressurizing if the lid is placed in any abnormal position other than the proper locking position. This change will begin implementation in mid to late September 2018. See **Attachment F**.
- f. Enhance the Caution information printed on the lid to provide reminders about key use instructions. This change began implementation in mid-July 2018. See **Attachment G**.

(b)(5)

U.S. Consumer Product Safety Commission Product Safety Assessment Report Draft – For Official Use Only – Draft		PSA No.	0390.19
		Case No.	RP180596
		Requested by	Christopher Brown, (301) 504-7531
		Regional Office	
		Sample No.	18-302-0091; 18-800-1580; 19-302-2060
		CPSC Seal	
		Possible Counterfeit Product	
		IDI No.	
Product	Slow Cookers (0268)	Firm	Sunbeam Products, Inc. d/b/a Jarden Consumer Solutions
Evaluation Requested	(b)(5)		
Potential Hazard	4.5 - Hot Liquid or Steam		
Prepared by (Name and Title)		Approved by (Name and Title)	
Zachary Foster Technical Officer		Stephen Harsanyi - Technical Officer Dean LaRue - PSA Coordinator	
Reviewed by (Name and Title)			
Date	6/20/2019	Date	6/21/2019

(b)(5)

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Withheld pursuant to exemption

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of the Freedom of Information Act

U.S. Consumer Product Safety Commission Product Safety Assessment Report Draft – For Official Use Only – Draft		PSA No.	0392.19
		Case No.	RP180596
		Requested by	Christopher Brown, (301) 504-7531
		Regional Office	
		Sample No.	18-302-0091; 18-800-1580; 19-302-2060
		CPSC Seal	
		Possible Counterfeit Product	
		IDI No.	
Product	Slow Cookers (0268)	Firm	Sunbeam Products, Inc. d/b/a Jarden Consumer Solutions
Evaluation Requested	Please the review the Full Report, supplemental documents, incident information, IDIs, samples, the compliance management email dated 4/18/19 and notes from the 5/1/19 kick off meeting. Please elaborate on the likelihood and severity of injuries for all products of this type and for similar incident scenarios.		
Potential Hazard	4.5 - Hot Liquid or Steam		
Prepared by (Name and Title)		Approved by (Name and Title)	
Stefanie Marques Technical Office Division Coordinator		Jacqueline Ferrante - Associate Executive Director Dean LaRue - PSA Coordinator	
Reviewed by (Name and Title)			
Jason R. Goldsmith, Ph.D., Physiologist			
Date	6/13/2019	Date	6/13/2019

Product description and background:

The subject product is the Sunbeam Crock-Pot 6.0 Quart Express Crock Multi-Cooker which can be programmed to be used as a slow cooker, pressure cooker, and steamer (Model SCCPP00). Based on information provided by the firm and incident reports, Laboratory Sciences (LS) staff determined that there are two possible failure modes of this pressure cooker (SCCPP600): 1) consumers can remove the lids while dangerous pressures are still in the cookers and 2) the lids can explode off the product without the consumers touching the products shortly after the consumer starts/restarts the product; both failure modes would cause superheated liquid and food (above 212 F) to be ejected on nearby consumers.

Health Sciences (HS) discussion on burn injuries involving pressure cookers:

As discussed in PSA 0361.17 by Jason Goldsmith:

“The foods and liquids within an operating pressure cooker can be at temperatures that are approximately 20 degrees hotter than the boiling point of water, (100° Celsius, 212° Fahrenheit); based on the work of Moritz and Henriques (1947), it is known that full thickness burns can be caused by liquids at far lower temperatures (approximately 65° Celsius, 149° Fahrenheit) in under 2 seconds. In a study of scald burns caused by hot drinks (Ramanathan et al., 1994), 22 percent were either deep partial thickness or full thickness burns.”

“Consumers who are splattered with liquids and food items that are at or above 65° Celsius when the subject product expels its hot liquids and/or food items onto their skin and clothing, or between their clothing and skin, are highly likely to receive deep partial thickness burns (epidermis and deep dermal layer) or full thickness (epidermis and dermis) burns of the face, neck, chest, abdomen, arms, and legs - and in various combinations. These are serious injuries that will require medical attention/hospitalization. The presence of clothing may extend the exposure time by keeping the saturated cloth or trapped food in contact with the skin for a prolonged period of time.”

For a detailed discussion of burn injuries in general please read “Burn injuries” in PSA 0361.17 by Jason Goldsmith, which is cited in the appendix of this PSA.

HS Conclusion:

(b)(5)

Appendix “Burn Injuries”: discussion by Jason Goldsmith from PSA 0361.17**“Burn Injuries**

Contact burn injuries occur when the skin is brought into contact with a hot surface or liquid and sufficient thermal energy is transferred to increase the skin temperature and produce cell injury or death. The degree to which the skin temperature is increased by contact with a hot surface or liquid is determined by the rate at which the heat is added (a function of the properties and temperature of the surface or liquid); the duration of the exposure; the heat capacity of the tissue; the amount of blood flow through the tissue; the rate at which heat is transferred to deeper tissues; and the rate at which heat is lost back out through the skin (Ahrenholz et al., 1995).

The lowest temperature that is of concern is 44° Celsius (111° Fahrenheit), which is just below the heat pain threshold. At this temperature, cutaneous burning (irreversible cellular damage and protein denaturation [breakdown]) occurs with a continuous exposure duration of 6 hours (Moritz and Henriques, 1947). As the skin temperature increases as a result of exposure to the heat source, the rate at which burn injuries occur increases rapidly.

For each degree that the temperature of the skin is increased above 44° Celsius (up to and including 51° Celsius [124° Fahrenheit]), the time required to produce irreversible cellular injury is reduced by approximately one half; at temperatures above 51° Celsius, the changes in exposure time needed to produce partial- and full-thickness burns become increasingly smaller for each degree rise in temperature (Moritz and Henriques, 1947). Surface temperatures at or above 65° Celsius (149° Fahrenheit) require 1 second or less to produce partial-thickness burns, and temperatures at or above 70° Celsius (158° Fahrenheit) require 1 second or less to produce full-thickness burns.

The determination of burn injury severity requires physical examination of the patient in order to establish the depth of the burn (a measure of the heat that has been transferred from the heat source to the tissues) and the extent and location of the burn, and is influenced by other factors as well, including age, other medical circumstances, and the heat source of the burn (Moritz and Henriques, 1947; Richard, 1999; Ripple et al., 1990).

Depth of burn injury

Burn injuries are classified by the anatomic thickness of the skin involved. Burn depth is described as superficial, partial thickness, full thickness, or subdermal (Richard, 1999; see also Table 1). Previously, burn wounds have been described by degree, from first to fourth, respectively; however, that classification system can be confusing. Superficial burns affect only the outer epidermal layer of skin, the epidermis. Burn wounds of this depth will lack blisters and be dry. Healing will occur spontaneously without scarring in 3 to 5 days (Richard, 1999;

Upshaw et al., 2004); during this time, dead tissue sloughs off as new epithelium covers the injured area (Merck, 1987).

Table 1 Classification of Burn Wound Depth

Depth of Burn:	Superficial	Partial Thickness		Full Thickness	Subdermal
		Superficial	Deep		
Classification by Degree:	First-degree	Second-degree		Third-degree	Fourth-degree
Tissues Involved:	Epidermis	Epidermis and upper dermal layer	Epidermis and deep dermal layer	Epidermis and dermis	Epidermis, dermis, and subcutaneous tissues
Wound Color and Vascularity:	Erythematous; pink or red; blanches with pressure	Erythematous; bright pink or red, mottled red; blanches with brisk capillary refill	Mixed red, waxy white; blanches with slow capillary refill	White, black, cherry red, tan; thrombosed vessels; poor distal circulation; no blanching	Charred
Surface Appearance:	No blisters, dry	Intact blisters, moist surface if blisters removed, elastic	Broken blisters, moist surface, dry, less elastic	Dry, leathery, rigid	Devitalized, subcutaneous tissue may be evident
Sensation:	Delayed mild to moderate pain, tender	Severe pain when blisters removed	Sensitive to pressure only	Anesthetic, hairs pull out easily	Anesthetic
Swelling:	Slight edema	Moderate edema	Marked edema	None, dehydration	None, dehydration
Healing:	Spontaneous - within 3-5 days	Spontaneous - within 7 to 10 days	Spontaneous - greater than 3 weeks, can require skin grafts	Does not heal, requires skin grafts	Does not heal, requires skin grafts
Scarring:	No scarring	Scarring unusual	Scarring and contractures likely	Severe contractures and scarring	Severe contractures and scarring

Table adapted, in part, from Richard, 1999, and Singer, 2000.

Partial-thickness burns involve the upper two layers of the skin, the epidermis and dermis, and can be divided into two subcategories, superficial and deep, depending on wound characteristics and the depth of dermal injury. Superficial partial-thickness wounds extend down into the most superficial layer of the dermis, the papillary layer, whereas deep partial-thickness wounds extend into the reticular, or deeper, layer of the dermis. Superficial partial-thickness wounds are

erythematous (red in appearance), due to the inflammation of the vascularized dermis; elastic; and defined by moderate edema. Blisters are present and remain intact, but when broken or removed the absence of the epidermis will allow body fluid to leak onto the surface of the wound; once in that state, these burns will be extremely painful due to the exposed nerve endings (Richard, 1999; Upshaw et al., 2004). Healing will occur spontaneously within 7 to 10 days; uninjured epidermal elements, hair follicles and sweat glands allow for rapid regeneration (Merck, 1987; Richard, 1999). Although scar formation is unlikely unless infection occurs, some patients may be left with alterations in skin tone due to the destruction of the melanocyte (pigment) producing cells of the epidermis (Merck, 1987; Richard, 1999).

Deep partial-thickness wounds appear as mixed red or waxy white; are less elastic than superficial partial-thickness burns; and are characterized by marked edema. Blisters are normally absent and the surface of the wound is moist, similar to superficial partial-thickness wounds after blister removal. Sensation is altered in deep partial-thickness wounds, due to the destruction of superficial nerve endings, and preservation of deeper sensory receptors (Richard, 1999); whereas, pain from a pin prick or light pressure may not be sensed, more intense pressure may be detected. Healing will occur spontaneously, but will require at least 3 weeks and as many as six weeks; reepithelialization will start from the edges of the wound or from any remaining dermal or epidermal tissue. The healing process is slow and often involves the formation of excessive granulation tissue (vascularized fibrous connective tissue) prior to being covered by epithelium. Such wounds generally contract and can develop into disfiguring and disabling dense hypertrophic scarring unless they are treated promptly by skin grafting (Merck, 1987; Richard, 1999; Singer, 2000).

Full-thickness burns are irreversible wounds that extend down through the entire thickness of the skin to the level of subcutaneous tissue and may reveal part of the adipose layer. The appearance of these wounds may vary from black to white. The surface of these wounds may be that of an eschar (scab), which is dry, rigid and leathery to the touch (Richard, 1999). Due to the destruction of the cutaneous nerves and dermal follicles, the wound area is anesthetic (without sensation) and body hairs can be pulled out easily, respectively (Richard, 1999). The wound area will appear dehydrated (depressed compared to surrounding tissue) due to the evaporation of all fluid from the tissue. Given the involvement of all layers of the skin and possibly subcutaneous tissues as well, full-thickness burns will not heal spontaneously. For all but the smallest wound areas, excision of dead tissue followed by skin grafting is usually required to heal this injury, and even then scar formation can occur around the margin of the wound or between the seams of the graft. Additionally, scar contractures can develop subsequent to graft contraction (Richard, 1999).

Determination of burn wound depth is also complicated by the fact that most injuries fail to fit into the distinct categories described above (Richard, 1999). It is usually the case that the burn

wound is not of uniform depth throughout the field of the wound, but rather contains zones of tissue damage. The area receiving the greatest amount of heat will be the area with the deepest injury. If contact with the heat source is prolonged to the point of tissue damage, the area is referred to as the zone of coagulation and will involve full-thickness injury. The area on the periphery of the zone of coagulation is termed the zone of stasis. In this area, circulation is still present but is slow and variable, allowing for the perfusion of the tissue; this burn depth is indicative of partial-thickness injury. The outermost area of the burn is referred to as the zone of hyperemia and appears red from the vascular dilatation that results (Richard, 1999; Singer, 2000).

Burn injuries are dynamic and their appearance can change rapidly, particularly in the first few days after the injury. Improper fluid resuscitation, excessive pressure from bandages, and infection can cause partial thickness burns in the zone of stasis to become full-thickness burns.

Extent of Burn Injury

The extent of the burn injury is generally expressed as a percentage of the total body surface area (TBSA) that has partial-thickness or full-thickness burns; for this purpose, superficial burns are ignored. Referring physicians often miscalculate the extent of burn, overestimating smaller burns and underestimating larger wounds (Singer, 2000).

Burn severity and treatment

Burns of critical areas, such as the face, hands, and feet may also require hospitalization (Singer, 2000). The American Burn Association has specific criteria to follow to determine when patients should be transferred to a burn unit; they include partial thickness burns greater than 10% TBSA; burns involving the hands, feet, or major joints; full-thickness burns in any age group; and children in hospitals lacking qualified personnel or equipment required to care for children (Upshaw et al., 2004).

The recovery process from extensive high severity burns is long; extremely painful, due to the need to repeatedly remove necrotic tissue; and can be complicated, often requiring multiple surgeries to replace skin grafts and relieve contractures where coagulated scar tissues disrupt tissue blood and fluid supply. Once the physical healing is complete, victims of such burns are left with extensive deep scarring, that can both permanently disfigure and functionally impair, and cause severe psychological trauma, especially if the face is involved.”

U.S. Consumer Product Safety Commission Product Safety Assessment Report Draft – For Official Use Only – Draft		PSA No.	0530.20
		Case No.	RP180596
		Requested by	Carolina Abraham, (301) 504-7603
		Regional Office	
		Sample No.	19-302-2060
		CPSC Seal	
		Possible Counterfeit Product	
		IDI No.	
Product	Slow Cookers (0268)	Firm	Sunbeam Products, Inc.
Evaluation Requested	Please assign to Scott Snyder to examine exemplar samples of the Sunbeam Cooker Phase 3 unit (date code L274 or later) in order to answer the following: • Will the unit pressurize when the lid is not mechanically locked? • Examine the design changes and explain whether they adequately eliminate the hazard posed by the original product examined in PSA 0389.19.		
Potential Hazard	4.5 - Hot Liquid or Steam		
Prepared by (Name and Title)		Approved by (Name and Title)	
Duncan Scott Snyder, Mechanical Engineer, LSM Technical Officer		Michael Nelson - Technical Office Division Director Dean LaRue - PSA Coordinator	
Reviewed by (Name and Title)			
AMENDED DRAFT			
Date	10/16/2020	Date	10/19/2020

I. Product

The product is the Sunbeam Crock-Pot® 6.0-Quart Express Crock Multi-Cooker, Model SCCPPC600. The Cooker is a multi-use cooker and is programmable to be used as a slow cooker, pressure cooker and steamer. Figure 1 shows the product.



Figure 1.

This shows the Sunbeam Crock-Pot® 6.0-Quart Express Crock Multi-Cooker, Model SCCPPC600.

II. Background

In PSA 0389.19, LSM staff examined and compared the original design of the lid to some design changes to the lid the firm had proposed. LSM staff also examined testing that Exponent did using the original design lid. In addition, LSM staff examined information provided by Exponent showing the science of how superheated liquid can be ejected if the lid is suddenly removed (either intentionally or because it was not fully locked) while there is still pressure inside the unit. However, at that time, no follow-up testing was provided to verify the firm's claim that their proposed design changes to the lid would make it harder for consumers to open the lids, thereby making the products safer.

Subsequent to the completion of PSA 0389.19, the firm disclosed that they made design changes to the original model SCCPPC600 pressure cooker lids and bases in three phases, including Phase 1, Phase 2, and Phase 3. At the time, LSM staff was also not aware that there were different models of the product being sold to the public.

The new exemplar samples with the proposed design changes that were examined in PSA 0389.19, were, in fact, the Phase 3 versions. Therefore, the comparisons made between the original design lids and the proposed lids in PSA 0389.19 are still valid for this PSA and any future PSAs.

For this PSA, LSM staff was requested to examine these Phase 3 units (date code L274 or later), and not the other versions.

In a supplemental letter from the firm, dated 10/23/2019, submitted to Compliance after the completion of the amended PSA 0389.19, dated 8/6/2019, they provided the following.

3. Lid Torque under pressure

Sunbeam has tested the updated units for lid removal torque when pressurized and presents this information in Attachment U. When pressurized to 1 KPa, the average torque to force open the lid is 373 in-lb and the range is 306 to 584 in-lb. This represents a significant increase in torque required to open the lid under pressure as compared to the Attachment T data which ranged from 25 in-lb. (for 3.1 KPa pressure) to 237 in-lb. (for 7.5 KPa pressure).

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(b)(4) ; (b)(3):CPSA Section 6(a)

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Sunbeam Crock-Pot® 6.0-Quart Express, model SCCPPC600

PSA 0530.20

III. Examination

Three new Phase 3 exemplar samples were provided, including Sample Number 19-302-2060, Subs 3-5 (Sub 1 had been disassembled for PSA 0389.19 and Sub 2 was damaged). Figure 5 shows the date code of L360JN on the bottom of Sub 3.

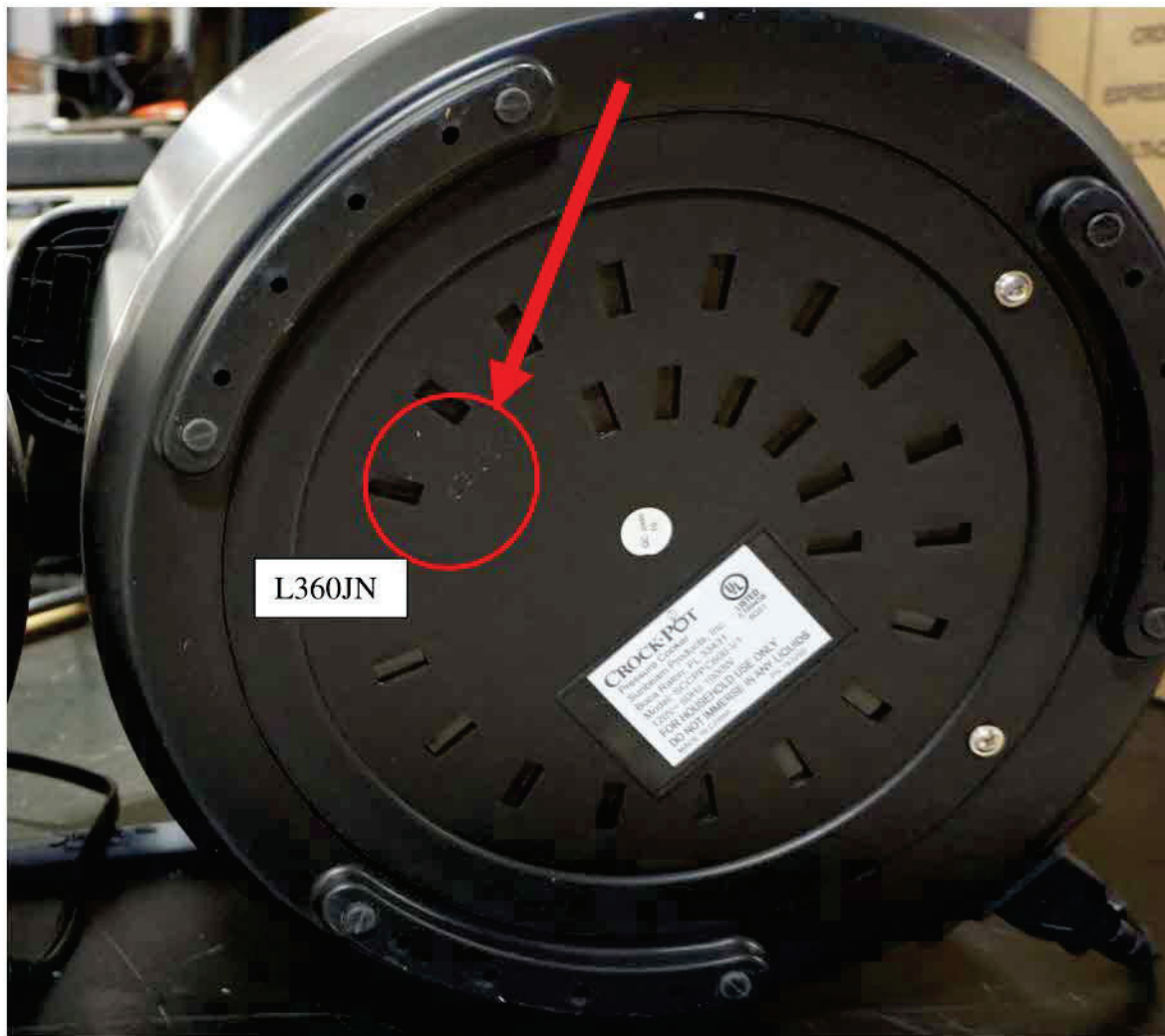


Figure 5.

This shows the date code of L360JN.

In order to address the issue of whether the unit will pressurize when the lid is not mechanically locked, LSM staff conducted testing on all three sub samples (3-5). The product is mechanically locked when the locking cam on the lid is aligned with the locking cam on the base.

Figure 6 shows the locking cams.

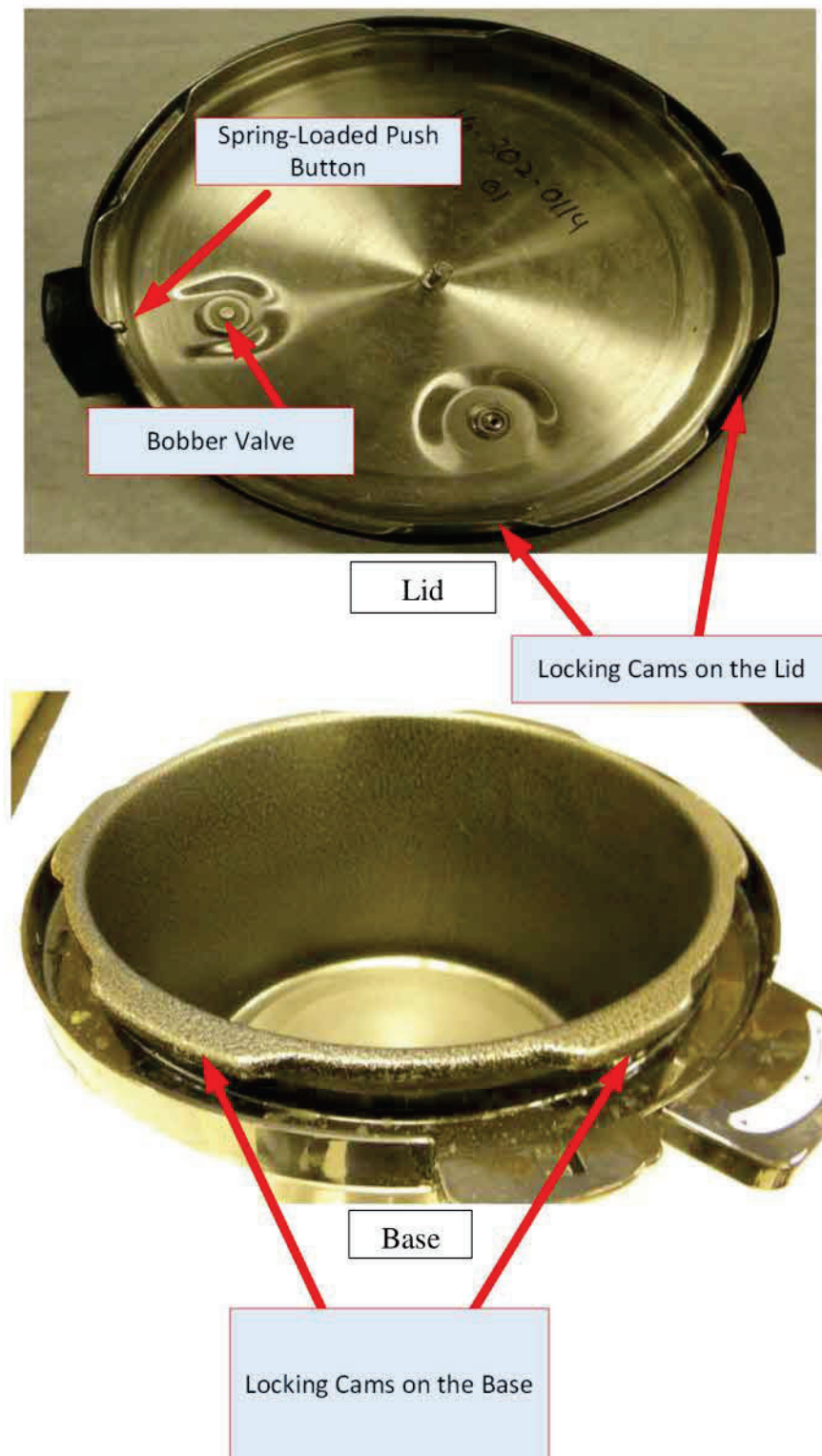


Figure 6.
This shows the locking cams.

Sunbeam Crock-Pot® 6.0-Quart Express, model SCCPPC600

PSA 0530.20

For this test, LSM staff used the following protocol for each unit:

- 1) A small amount of water (approx. 4 oz.) was put into each sample's cooking pot, the pot was placed into the base, and the lid was placed in the fully locked position by aligning the arrow on the lid with the lock symbol on the base.
- 2) The unit was plugged in, and the Meat/Stew button was pushed.
- 3) The time of "35" minutes appeared on the screen.
- 4) The Start/Stop button was then pushed.
- 5) The word "Heat" then appeared on the screen.
- 6) The lid was then twisted clockwise, until a warning "Close Lid" started flashing on the screen and the unit started beeping. The distance that the upper and lower locking arrow/symbol were from each other measured approximately 1".
- 7) The lid was then twisted counter-clockwise until the word "Heat" reappeared on the screen and the unit stopped beeping. The distance that the lid had to be moved was approx. 1/8".
- 8) When the word "Heat" reappeared, the unit started heating the water.
- 9) When the lid was at this location the bobber valve was still blocked by the window, so the pressure could not build up because the bobber valve was bleeding off the pressure.
- 10) The lid was twisted further counter-clockwise until the window moved out of the way sufficiently so that the bobber valve could rise.
- 11) The distance that the upper and lower locking arrow/symbol were from each other measured approximately 0.5" (see Figure 7).
- 12) As the unit started to build pressure, within several minutes, the time "35" reappeared on the screen.
- 13) The unit started to count down from 35 to 000.
- 14) The unit was allowed to continue the countdown and heat for the full 35 minutes, at which time unit beeped 3 times and the time showed "000".
- 15) The unit was manually depressurized by opening the manual pressure relief valve.
- 16) After approx. 30 seconds the bobber valve dropped, and the lid was manually opened.
- 17) The water inside the pot was still bubbling, indicating that water had reached the boiling point.

The above test results were the same for all three subs.

Figure 7 shows that the lid's arrow was not aligned with the lock symbol, even though the unit was able to pressurize.

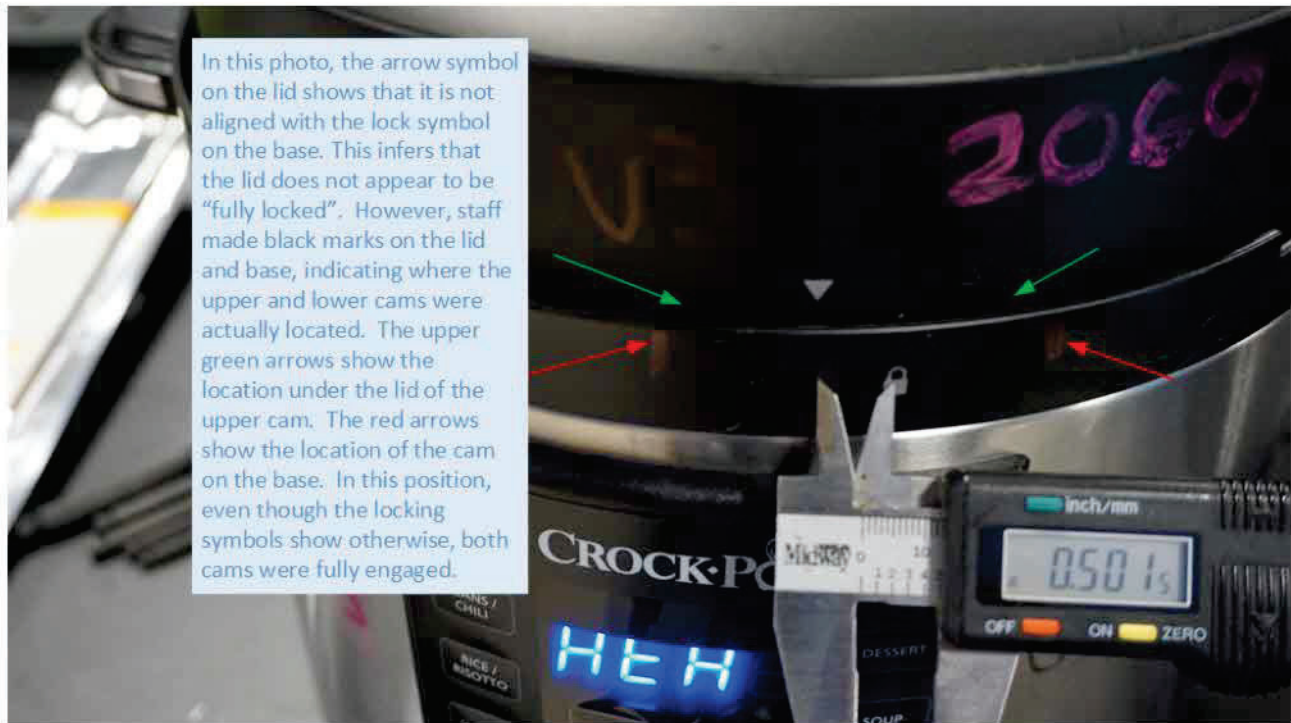


Figure 3.

This shows that the lid was not "fully locked" even though the unit was able to pressurize.

Even though the arrow and the lock symbol were not aligned, the product was mechanically locked because the upper and lower cams were fully engaged. This can be seen in Figure 7 where staff made black marks on the lid and the base to indicate the location of the upper and lower locking cams. The green arrows show the location under the lid of the upper cam. The red arrows show the location of the cam on the base. In this position, both locking cams were fully engaged.

IV. Discussion

(b)(5)

(b)(5)



(b)(5)



V. Conclusion

(b)(5)



Sunbeam Crock-Pot® 6.0-Quart Express, model SCCPPC600

PSA 0530.20

(b)(5)



FOR OFFICIAL USE ONLY



UNITED STATES
CONSUMER PRODUCT SAFETY COMMISSION
WASHINGTON, DC 20207
DIRECTORATE FOR EPIDEMIOLOGY

TO: Christopher Brown Compliance Officer
FROM: Angie Qin Technical Officer, EPHA
DATE: 10/5/2018
RE: Data Review for PSA # 1026.18 Case # RP180596

Date due: 10/5/2018

Priority: C

Request: Data search for incidents involving Sunbeam 6.0-Quart express crock multi-cooker, model SCCPPC600

Hazard Pattern: 4.5 - Hot Liquid or Steam

Selection Criteria:

Product Code(s): 268

Manufacturer/Model Text: Sunbeam/Jarden/crock/SCCPPC

Narrative Text:

Time Frame: 1/1/2017-9/19/2018

NFIRS Search Criteria: N/A

Incidents Identified:

Databases	Incident Count* (see notes below)	Death Count*
Consumer Product Safety Risk Management System (CPSRMS)	3	0
NEISS reports (count)	N/A	N/A
Fire reports (NFIRS)	N/A	N/A
Total	3	0

* For CPSRMS, duplicate reports have been removed, i.e. counted only once, with only record presented in spreadsheet. Any duplicate reports within CPSRMS can be accessed using the incident report ID link. The reports enumerated in the table have been identified from CPSC databases on the date the search was completed. These should be considered neither a statistical sample nor a complete count of all such incidents, but only a count of those in CPSC databases on the search date.

NOTES:

Search found 3 incidents regarding Sunbeam 6.0-Quart express crock multi-cooker specifying model SCCPPC600.

FOR OFFICIAL USE ONLY

(b)(6)

March 4, 2019

Sent Via U.S. Certified Mail

Sunbeam Products Inc.
2381 Executive Center Drive
Boca Raton, FL 33431

Re: Pressure Cooker Explosion

To Whom It May Concern:

Our office represents (b)(6) for personal injuries sustained as a result of an explosion from your Crock Pot Pressure Cooker. We believe you have an insurance policy that is responsible for compensating Ms. (b)(6) for her related injuries. Please immediately provide this letter to your insurance company so that we can further discuss this matter with them.

If you do not have any insurance policies, please notify us by contacting our office immediately.

Sincerely,

(b)(6)

(b)(6)

Esq.

cc:

(b)(6)

Esq.

(b)(6)

Paralegal

(b)(6)

CERTIFIED MAIL

05/05/13

(b)(6)

(b)(6)

(b)(6)

US Postal Service

(b)(6)

Priority: Standard
PAK

1 of 1

LEGAL JCS
LEGAL JCS

Sunbeam Porducts Inc.
2381 NW Executive Center Drive
Boca Raton FL 33431-8560

**RETURN RECEIPT
REQUESTED**

(b)(6)



March 14, 2019

VIA U.S. MAIL

(b)(6)

Re: (b)(6) v. Sunbeam Products, Inc.

Dear Mr. (b)(6):

Please be advised that Sunbeam Products, Inc. has assigned this claim to Goldberg Segalla LLP. Please direct all future correspondence to my attention. At your convenience, can you please provide the following information regarding Ms. (b)(6) the product, and the incident:

- DOL:
- DOB: (This is required for MMSEA reporting purposes)
- SSN: (Required for MMSEA reporting)
- Address of Loss Location:
- Model Number for Product: Please provide any photos of the product, including model number and date code (discussed below)
- Manufacturing Date Code: This will be a series of letters and numbers stamped on the metal prong of the product's plug blade.
- Place of Purchase:
- Date of Purchase:
- Accident Description: What was Ms. (b)(6) making, ingredients used, how full was pot, what setting, how long, etc. How many times had she used product prior and any prior problems?
- Injuries: A description, including any photos, medical records and bills
- Property Damage: Please describe, if any
- Lost Wages: Is Ms. (b)(6) making a claim?

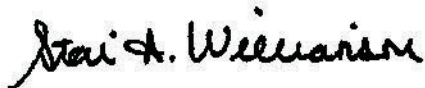
March 14, 2019

Page 2

Please also advise of the product's location. Please be advised that upon information and belief, this particular product was manufactured by another entity pursuant to a supply agreement with Sunbeam. Pursuant to the agreement, Sunbeam is reporting this claim to the manufacturer and requesting it defend and indemnify it for this matter. I will keep you advised of all developments in this regard. Please also be advised that Sunbeam is self-insured. If you could please provide the above information, that would be greatly appreciated.

Very truly yours,

GOLDBERG SEGALLA LLP



Staci A. Williamson

SAW:ste

cc:

(b)(6)

(b)(6)

CERTIFIED MAIL®

(b)(6)

(b)(6)

(b)(6)

Staci Williamson
Goldberg & Segalla
311 South Wacker Dr. Suite 2450
Chicago IL 60606-6640

152 NFE 104031910004/12/19
NOTIFY SENDER OF NEW ADDRESS
: GOLDBERG SEGALLA
222 W ADAMS ST STE 2250
CHICAGO IL 60606-3307
BC: 60606330750 *1543-07337-12-39
Page 101 of 2182

60606>3307

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Staci Williamson
Goldberg & Segalla
311 S. Wacker Dr Suite 2450
Chicago, IL 60606-6440

(b)(6)

2. Article Number (Transfer from service label)

(b)(6)

PS Form 3811, July 2015 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

☐ Agent

☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes

If YES, enter delivery address below: ☐ No

3. Service Type

- ☐ Adult Signature
- ☐ Adult Signature Restricted Delivery
- ☐ Certified Mail®
- ☐ Certified Mail Restricted Delivery
- ☐ Collect on Delivery
- ☐ Collect on Delivery Restricted Delivery
- ☐ Priority Mail Express®
- ☐ Registered Mail™
- ☐ Registered Mail Restricted Delivery
- ☐ Return Receipt for Merchandise
- ☐ Signature Confirmation™
- ☐ Signature Confirmation Restricted Delivery

all Restricted Delivery

Domestic Return Receipt

(b)(6)

April 11, 2019

Sent Via Certified U.S. Mail

Staci Williamson

Goldberg & Segalla

311 South Wacker Dr., Suite 2450

Chicago, IL 60606

To Whom it May Concern:

As you know from our previous correspondence, our office represents (b)(6) for personal injuries sustained as a result of a pressure cooker explosion. We previously asked you to provide our prior letter to your insurance company so that we can further discuss this matter with them.

Further, please preserve any and all materials and documents related to, or potentially related to, this incident, claim, product model, or possible litigation, including but not limited to any documents, communications, incident reports, investigative reports, testing, photos, emails, correspondence, etc.

If any of the above evidence exists, and you fail to maintain the evidence until the disposition of this claim, it will be assumed that you have intentionally destroyed and/or disposed of evidence. Please be advised that you are not permitted, and are in no position, to decide what evidence plaintiff would like to review for this case. Accordingly, discarding any relevant materials or documents, or any evidence or potential evidence, may lead to an adverse inference or other sanctions against you in this matter. Should you have any questions, please contact my office at (b)(6)

Sincerely,

(b)(6)

Esq.

cc: (b)(6) Esq. (via e-mail)

(b)(6)

(b)(6)

(b)(6)

Staci A. Williamson, Esq
Goldberg Segalla
222 West Adams Street, Suite 2250
Chicago IL 60606-5307

Received
JUN 19 2019
CMR



(b)(6)

June 12, 2019

Via U.S. Mail and Email (w/out exhibits)

Staci A. Williamson, Esq.
Goldberg Segalla
222 West Adams Street, Suite 2250
Chicago, IL 60606-5312

(b)(6)

PRIVILEGED AND CONFIDENTIAL
FOR SETTLEMENT DISCUSSION PURPOSES ONLY

(b)(6)

Crock Pot Pressure Cooker Explosion

A. Case Overview

(b)(6) is a 29-year-old resident of (b)(6). She lives with her five (5) year old son, (b)(6) and she is an on-premise Merchandiser for (b)(6) based in California.

On November 27, 2018, as a result of a Crock Pot pressure cooker explosion, (b)(6) suffered first and second degree burns to her chest, left arm, and chin. See Medical Records and Bills, enclosed on CD as Exhibit A. She has endured a painful and ongoing recovery. Her burns are reflected in the enclosed injury photographs. See Injury Photographs (taken on or about November 29, 2018), enclosed as Exhibit B; Recent Injury Photographs, enclosed as Exhibit C. Because of her injuries, (b)(6) now has increased self-esteem issues due to significant scarring, and she has endured significant pain and suffering, as detailed below.

Additionally, (b)(6) mother, (b)(6) was with her when the pressure cooker exploded. (b)(6) witnessed her daughter get badly burned and injured. She was and remains traumatized by the incident, and she has had a difficult time getting back in the kitchen.

(b)(6)

B. Factual Background

On November 27, 2018, (b)(6) was home helping her mother make beef stew for her family in her Crock Pot pressure cooker, Model No. SCCPPC600-V1. See Pressure Cooker Photographs, enclosed as Exhibit D. (b)(6) perceiving that all of the pressure from the cooker was released, opened the lid. As she turned the lid, the cooker's scalding hot contents exploded onto her. In short, the Crock Pot pressure cooker's safety features failed, causing the cooker's contents to explode and injure (b)(6) as described herein.

C. Medical Treatment and Impact of Injuries

1. Medical Treatment to Date

(b)(6) initially treated her burns herself with Not [redacted], burn cream and spray, and taking cold showers. However, on November 29, 2018, two days after the explosion, (b)(6) burns were still painful and getting worse, so she sought treatment to the Emergency Room at (b)(6) (b)(6). See Ex. A, (b)(6) 000015. At the ER, (b)(6) was diagnosed with partial thickness first and second degree burns to her chest wall and left arm. *Id.* at 000016. The burns were noted to be caused by a "pressure cooker malfunction two nights ago." *Id.* at 000021.

Doctors noted that (b)(6) pain and the tightness sensation on her burn areas got worse with movement. *Id.* at 000015. She had blisters containing serous fluid on areas of her chest wall and sternum area. *Id.* at 000016. Her skin was pink and dry. *Id.* at 000019. Her wounds were cleaned and dressed, and a nonstick antibiotic cream was applied to her burn areas. *Id.* at 000031. (b)(6) was discharged home with instructions to change her dressings twice daily and left with a prescription for ibuprofen and antibiotic ointment. *Id.* at 000032, 000039.

2. Continuing Impact of Injuries

(b)(6) pain and suffering have severely impacted her health and wellbeing. She continues to have difficulty sleeping, and still has itching and tingling in her burn areas. The skin on her burn areas also still dries out easily. (b)(6) also still has significant skin discoloration and sensitivity. And she is now has an increased risk of skin cancer on her burn areas and, consequently, must now cover the burn areas as much as possible when outdoors.

Prior to the pressure cooker explosion, (b)(6) enjoyed cooking, walking, and playing with her young son, (b)(6). But, because of the pressure cooker explosion, she now rarely cooks, and walking long distances has become very difficult. And (b)(6) can no longer play with (b)(6) as she used to, as it aggravates her burn areas.

Beyond her physical issues, (b)(6) has also been impacted psychologically. She suffers from fear, inability to sleep, nightmares, nervousness, and anxiety. The pressure cooker explosion and (b)(6) resultant burns have also significantly impacted her body image. Because of her resultant burns and scars, (b)(6) now feels uncomfortable and unattractive. At work, she makes a point to wear high-neck dress shirts in order to cover up her scarring and discoloration to her

chest. She will no longer wear a bathing suit at the beach or pool without wearing a coverup, which is something she regularly enjoyed prior to being burned.

Further, as noted above, (b)(6) mother was in the kitchen during the explosion, and witnessed her daughter get horribly burned and injured. She was and remains traumatized by the explosion.

D. Conclusion

(b)(6) is entitled to significant compensation for her pain, suffering, and emotional trauma from the Crock Pot pressure cooker explosion. Please let us know if you have any questions regarding the above, and please let me know when you are prepared to discuss settlement of this claim.

Sincerely,

(b)(6)

Encls. on CD

cc: (b)(6) Esq.

Exhibit A

Withheld pursuant to exemption

(b)(3):CPSA Section 25(c) ; (b)(6)

of the Freedom of Information Act

Withheld pursuant to exemption

(b)(3):CPSA Section 25(c) ; (b)(6)

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of the Freedom of Information Act

Exhibit B

Withheld pursuant to exemption

(b)(6)

of the Freedom of Information Act

Withheld pursuant to exemption

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of the Freedom of Information Act

Exhibit C

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of the Freedom of Information Act

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of the Freedom of Information Act

Exhibit D

QC pass
02

CROCK·POT®

Pressure Cooker

Sunbeam Products, Inc.

Boca Raton, FL 33431

Model: SCCPPC600-V1

120V~ 60Hz 1000W

FOR HOUSEHOLD USE ONLY

DO NOT IMMERSE IN ANY LIQUIDS

MADE IN CHINA

PN 193289



LISTED
E189458
6G51





U.S. CONSUMER PRODUCT SAFETY COMMISSION
4330 EAST WEST HIGHWAY
BETHESDA, MD 20814

Carolina Abraham
Compliance Officer
Enforcement and Litigation Division
Office of Compliance and Field Operations

Tel: (301) 504-7603
Fax: 301-504-0359
Email: CAbraham@cpsc.gov

December 03, 2020

Via Email at Dave.Galambos@newellco.com

David Galambos
Senior Regulatory Manager
Sunbeam Products, Inc.
6655 Peachtree Dunwoody Road
Atlanta, GA 30328

Re: CPSC File No. RP180596
Sunbeam Products Inc.
Crock-Pot® 6.0-Quart Express Crock Multi-Cooker

Dear Mr. Galambos:

The Office of Compliance and Field Operations of the U.S. Consumer Product Safety Commission (Commission) has accepted the November 23rd, 2020 Corrective Action Plan ("CAP") submitted by Sunbeam Products, Inc. (Firm) in the above-referenced case. I also want to provide you some additional information related to the implementation of the CAP as follows:

Monthly Progress Report Submission

As agreed in the CAP, you should submit your monthly progress reports on the CAP using the Monthly Progress Report Business Portal. Please click on the link below for instructions on how to log in. <https://www.cpsc.gov/content/monthly-progress-report-system>.

When completing the progress report form, please pay special attention to Section II regarding incident data. Report incident/injury/death data that occurred *prior* to your implementation of the CAP, as well as incident/injury/death data that occurs *after* your implementation of the CAP for the specified reporting period. Report based on the actual date on which the incident occurred and not the date on which you received the information. The data being reported should be for the specified reporting period only and not a cumulative total. For any newly-reported information, please also provide with the monthly progress report all consumer contact information for all incidents (pre- and post-recall) so that we may follow up with the consumer. If you have any questions, please contact Carolina Abraham: at (301) 504-

7603 or CAbraham@cpsc.gov. **Please reference the file number stated above in your response.**

CPSC intends to publicly disclose on the CPSC website the information from Section I of your Monthly Progress Reports, as shown in Appendix A to this letter. For further information about the nature of the information and your rights and obligations to comment under Section 6 of the Consumer Product Safety Act (CPSA), 15 U.S.C. § 2055, please see the referenced attachment. Please note that if the Commission has not received a response within the time specified, the Commission will not give further notice before posting the information on our website.

Monitoring of Corrective Action Plan

In addition to reviewing the Firm's monthly progress reports, we will monitor implementation of the CAP through field investigator verification visits of the Firm. Such visits will review the Firm's implementation of the CAP and verify that its plans for the correction and/or disposal of returned Subject Products have been proceeding in accordance with the CAP. In addition, field investigators and/or state investigators may be contacting retailers and consumers who may have received the Subject Products to confirm their receipt of the approved notification material and the Firm's compliance with the associated instructions pursuant to the CAP.

When the Firm determines that the CAP has been implemented to the best of the Firm's ability and as many products as possible have been removed from the marketplace, it may submit a final progress report, referencing the file number, and request that the file be closed. At that time, we will review the CAP's progress and decide whether the file should be closed. A CPSC field investigator may conduct a close-out recall inspection of the Firm. Information will be reviewed at that time concerning the number of notifications made to consumers and the number of products returned and/or corrected, so records should be retained in the event of such an inspection. The Office of Compliance and Field Operations will evaluate the effectiveness of the CAP and could seek broader corrective action if the CAP does not prove effective.

Compliance with Reporting Obligations

The CPSC will also investigate and assess whether it believes the Firm has complied with the reporting requirements of section 15(b) of the CPSA, 15 U.S.C. § 2064(b). That section requires every manufacturer, importer, distributor, and retailer of a consumer product, or of any other product or substance over which the CPSC has jurisdiction under any other statute enforced by the CPSC, who obtains information which reasonably supports the conclusion that the product (1) contains a defect which could create a substantial product hazard, (2) creates an unreasonable risk of serious injury or death, (3) fails to comply with an applicable consumer product safety rule or with a voluntary consumer product safety standard upon which the CPSC has relied under section 9 of the CPSA, 15 U.S.C. § 2058, or (4) fails to comply with any other rule, regulation, standard, or ban under the CPSA or any other statute enforced by the CPSC, to immediately inform the CPSC of the defect, risk, or failure to comply, unless the Firm has actual knowledge

that the CPSC has been adequately informed of the defect, risk, or failure to comply. *See* 16 C.F.R. part 1115.

Failure to comply with the CPSC's reporting requirements is a prohibited act under sections 19(a)(3) and (4) of the CPSA, 15 U.S.C. §§ 2068(a)(3) and (4). Pursuant to section 20 of the CPSA, 15 U.S.C. § 2069, knowing violations could subject you and the Firm to civil penalties of up to \$110,000 per violation up to a maximum of \$16.025 million for any related series of violations. In addition, pursuant to section 21 of the CPSA, 15 U.S.C. § 2070, certain violations could subject you and the Firm to criminal penalties including a fine, imprisonment for not more than five (5) years for a knowing and willful violation and may include forfeiture of assets associated with the violation(s).

Continuing Obligations and Duty to Preserve

If the Firm receives or learns of any information concerning complaints, claims, incidents, or injuries that the Firm did not report, or other information affecting the scope, prevalence, or seriousness of the reported problem, issue, or potential defect or hazard, the Firm must immediately report that information to the CPSC (Office of Compliance and Field Operations). Additionally, if the Firm receives information that might indicate that its corrective actions are not satisfactory in eliminating the problem, the risk of injury, or the potential defect or hazard, or that the effectiveness of the CAP is less than had been anticipated, it must immediately report that information to the CPSC (Office of Compliance and Field Operations). In addition, under section 19(a)(2)(B) of the CPSA, 15 U.S.C. § 2068(a)(2)(B), it is unlawful to sell, offer for sale, manufacture for sale, distribute in commerce, or import into the United States a product that is covered by a manufacturer's corrective action plan created in consultation with, and publicized by, the Commission.

Until this matter and any related matters are resolved, there will remain the possibility of further enforcement action, including reasonably anticipated litigation. Therefore, the Firm must abide by the continuing legal obligation to preserve all information, documents, electronically-stored data, and samples, now in existence or created hereafter, related to the Subject Products.

Contact Information

Thank you for your continued cooperation in this matter. If you have any questions, please contact me at (301) 504-7603 or CAbraham@cpsc.gov.

Sincerely,



Carolina Abraham
Compliance Officer
Enforcement and Litigation Division

Sections 6(a) and (b) Notice on Posting of Monthly Progress Reports
(Appendix A)

CPSC intends to publicly disclose on CPSC's website certain information you submit in your Monthly Progress Reports. The spreadsheet shown below will be populated and updated on a monthly basis with the information you provide to the Commission in your Monthly Progress Reports. As noted in the Spreadsheet, the information to be disclosed includes the total number of products recalled (usually reported in the recall press release) and the number of product corrections by manufacturer, distributor, retailer and consumer.

NOTE: THIS EXCEL SPREADSHEET CONTAINS THE MOST UP-TO-DATE DATA AS OF								
FIRM NAME	PRODUCT	PRESS RELEASE NUMBER	NUMBER OF PRODUCTS RECALLED	NUMBER OF PRODUCTS CORRECTED MFR. LEVEL	NUMBER OF PRODUCTS CORRECTED DISTRIBUTOR LEVEL	NUMBER OF PRODUCTS CORRECTED RETAILER LEVEL	NUMBER OF PRODUCTS CORRECTED CONSUMER LEVEL	TOTAL CORRECTED

Pursuant to section 6(a)(3) of the CPSA, 15 U.S.C. § 2055(a)(3), you have the opportunity to mark any of this information you regard as confidential and therefore barred from disclosure under section 6(a)(2) of the CPSA, 15 U.S.C. § 2055(a)(2). You must justify any claim that the submitted information contains trade secrets or confidential commercial or financial information as defined by section 6(a)(2) of the CPSA. If the CPSC staff determines that the information may be disclosed because it is not confidential information as provided in section 6(a)(2) of the CPSA, CPSC staff will notify you in writing before disclosure of the information with the earliest possible date for public disclosure. Under section 6(a)(5) of the CPSA, the release date for public disclosure of information under this provision may not be less than 10 days after you receive our notification.

In addition to the provisions of section 6(a), section 6(b)(1) of the CPSA, 15 U.S.C. § 2055(b)(1), requires the Commission to provide manufacturers and private labelers with advance notice and opportunity to comment on any information the Commission intends to disclose, if the public can readily ascertain the identity of the Firm from the information the Commission intends to disclose. *See* 16 C.F.R. part 1101. If you have any objection under section 6(b) to the release of the monthly progress report information shown in the spreadsheet above, please include any specific information or documents on which you rely in support of your objection. If the Commission decides to disclose the information, over any accuracy objections, it will give the Firm five (5) days' notice, as required by section 6(b)(2) of the CPSA, 15 U.S.C. § 2055(b)(2). **Please note that if the Commission has not received a response within the time specified, the Commission will not give further notice before posting the information on our website.**

For full consideration, your written comments concerning sections 6(a) and (b) must be received within 15 calendar days after the date of receipt of this letter. **Please send written comments to mprposting@cpsc.gov.**



**CONTAINS TRADE SECRET AND/OR CONFIDENTIAL INFORMATION;
NOT INTENDED FOR PUBLIC DISCLOSURE
UNDER FOIA OR SECTION 6(B) OF THE CPSA**

August 22, 2018

Sent Via E-Mail

Mr. Christopher Brown
Compliance Officer
Defect Investigations Division
U.S. Consumer Product Safety Commission
4330 East West Highway, 6th Floor
Bethesda, MD 20814

RE: Section 15(b) Initial Report for Sunbeam Products Inc.
Crock-Pot® 6.0-Quart Express Crock Multi-Cooker (the "Cooker")

Dear Mr. Brown,

Sunbeam Products Inc. ("Sunbeam") hereby submits this initial report to the U.S. Consumer Products Safety Commission ("Commission") as a supplement to our letter dated August 6, 2018 concerning a condition related to the use of the Crock-Pot® 6.0-Quart Express Crock Multi-Cooker model SCCPPC600 (the "Cooker") by consumers. This report is being submitted in accordance with Section 15(b) of the Consumer Product Safety Act (the "CPSA" or "Act"), as provided for by 16 C.F.R. § 1115.13(d).

Per the request of the Compliance Officer, Sunbeam is submitting additional information to the Commission in the form of this Section 15(b) initial report.



August 22, 2018

Page 2

This initial report is being submitted to the Commission on behalf of Sunbeam by:

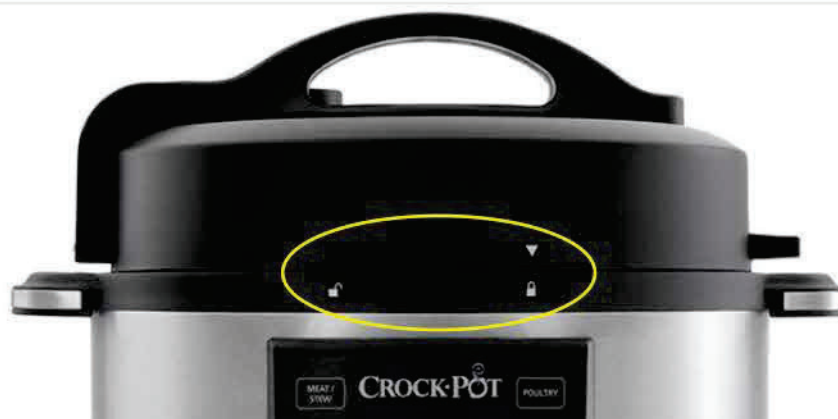
David Galambos
Senior Regulatory Manager
Newell Brands Inc.
6655 Peachtree Dunwoody Road NE
Atlanta, GA 30328
Phone: 330-283-1136
E-mail: dave.galambos@newellco.com

The subject product as shown in the photos above is the Crock-Pot® 6.0-Quart Express Crock Multi-Cooker model SCCPPC600 (the “Cooker”, as noted above). The Cooker is a multi-use cooker and is programmable to be used as a slow cooker, pressure cooker and steamer. The Cooker has been in production from July 2017 to the present and approximately 521,000 units have been produced.

The Cooker has been sold and distributed to major retailers such as Target, Walmart, Best Buy, Kohl’s and Home Depot and to online retailers such as Amazon.

Sunbeam has received consumer feedback (20 incidents) that some consumers have experienced the Cooker pressurizing even though the lid is not in the properly locked position. As a result of the lid not being properly locked, consumers have witnessed steam escaping and the lid inadvertently detaching either with or without contact. Some of these incidents have resulted in injury and property damage. In these incidents, Sunbeam believes the lid was secured in some orientation (other than using the LOCK/UNLOCK symbols) which would cause the lid to be wedged closed but not locked.

To date, Sunbeam’s initial investigation and preliminary conclusions indicate that if consumers experience steam escaping and the lid detaching, the product is not being used in accordance with the user instructions in the Owner’s Guide and on the product for properly locking the lid before pressure cooking functionality is initiated. **Attachment A** shows the product safeguards and instructions on the product and in the Owner’s Guide regarding proper lid locking. The instructions for proper lid locking are presented numerous times throughout the Owner’s Guide for each specific cooking mode and are clearly evident on the product with LOCK/UNLOCK symbols near the front control panel as shown below.



August 22, 2018

Page 3

Sunbeam has not identified any product defect that would cause this type of inadvertent steam escape and lid detachment when the lid is properly locked pursuant to the instructions and labeling; the lid cannot inadvertently detach and allow hot liquid contents to escape when the lid is properly locked. Sunbeam is continuing its investigation by retrieving consumer's products and analyzing their particular use patterns.

Another set of consumer incidents (15 incidents) have occurred when the consumer deliberately removed the lid while the product was still under pressure. Sunbeam believes in these incidents, the consumer attempted to open the lid (with the lid either properly locked or not) while the product was still under pressure, without allowing the product to cool and without completely releasing any remaining internal pressure by the Steam Release Valve. An additional factor that would contribute to the escape of hot liquid contents even if pressure is attempted to be released is if the liquid level is higher than the maximum fill line for liquid. This over-fill condition could cause hot liquid to escape. The Owner's Guide provides instructions for safely opening the lid by allowing the unit to cool and releasing any pressure at the end of cooking. The cooking pot is also physically marked with the maximum liquid fill line. The instructions for proper fill level are presented in the Owner's Guide. Sunbeam does not believe the product contains a defect and believes these incidents are due to consumer misuse.

Attachment B is an Excel spreadsheet with the consumer incident data from July 2017 through July 2018.

Sunbeam regards the information contained in this letter as confidential commercial information and exempt from public disclosure under both the Freedom of Information Act and Section 6(b) of the Consumer Product Safety Act ("CPSA" or "the Act"). This report is being submitted under CPSA § 15(b) and is therefore protected from release by CPSA § 6(b)(5) and 16 C.F.R. § 1115.15. Accordingly, this report has been marked confidential. Sunbeam respectfully requests that the Commission maintain the confidentiality of this information.

Please contact Sunbeam / Newell Brands if you have any questions or require further information concerning this report.

Sincerely,



Dave Galambos
Senior Regulatory Manager
Newell Brands

cc: Sean Beckstrom, Esq. Chief Product Safety Counsel, Newell Brands

Attachment A - Product Safeguards and Instructions
On-Product and Owner's Guide for Locking the Lid

This Attachment is NOT Confidential



On-Product Locking Instructions

IMPORTANT SAFEGUARDS

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and/or injury to persons including the following:

1. Read all instructions before using this product.
2. This appliance cooks under pressure when using pressure cooking functions. Improper use may result in scalding injury. Make certain unit is properly closed before operating. See Operating Instructions.
3. This appliance generates heat during use. Do not touch hot surfaces. Use handles or knobs.
4. Do not fill the unit over maximum fill line at 2/3 full. When cooking foods that expand during cooking such as rice or dried vegetables, do not fill the unit beyond the recommended level at 1/2 full. Over filling may cause a risk of clogging the vent pipe and developing excess pressure. Follow all cooking and recipe instructions.
5. Always check the pressure release devices for clogging before use. Clean as necessary.
6. Place the Multi-Cooker so that the Steam Release Valve is positioned away from the body.
7. Never place any part of the body, including face, hands, and arms over the Steam Release Valve. Steam can result in serious burns.
8. Do not operate the Multi-Cooker without food or liquid in the Cooking Pot.
9. To prevent risk of injury due to excessive pressure,

HOW TO USE YOUR EXPRESS CROCK MULTI-COOKER

Getting started:

Remove all packaging, paper, and cardboard (including any located between the Cooking Pot and Heating Base).

Read and save the literature and be sure to read the service and warranty information.

Visit the Crock-Pot® website at www.crockpot.com for additional information, hints, tips and recipes or call 1-800-323-9519.

Assembly:

- Place Cooking Pot into the Heating Base
- Place Lid upon Multi-Cooker and align ▼ with 🔒. To lock, twist counterclockwise, aligning ▼ with 🔒. To unlock, twist Lid clockwise and align ▼ with 🔓.

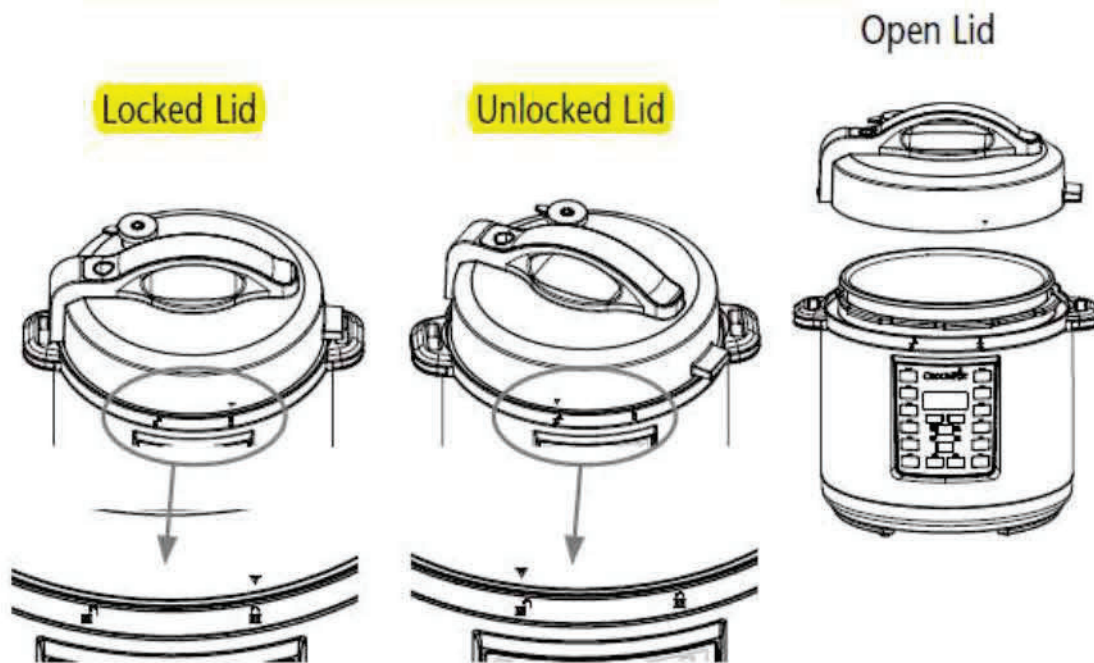


Figure 2

GETTING TO KNOW YOUR EXPRESS CROCK

1. Remove the Lid by turning clockwise to unlock, aligning ▼ with ■. Remove the Sealing Gasket from the Lid and wash the gasket and the Lid in warm soapy water. Dry the Sealing Gasket and Lid thoroughly before reattaching the Sealing Gasket to the Lid. Ensure the Sealing Gasket is smoothly and securely in place in the gasket holder. If the Sealing Gasket is not in the correct position the Lid will not be able to form a seal and will not be able to gain pressure.
2. Remove the Cooking Pot and the Condensation Collector and wash in warm, soapy water. Dry thoroughly before replacing back in the Multi-Cooker.

The Express Crock Multi-Cooker has been designed with safety in mind and has various safety measures.

1. Pressure will not build if the Lid is not shut correctly and has not sealed.
2. Ensure Lid is in the completely locked position and the ▼ is aligned with ■.
3. Pressure will not build if the Steam Release Valve has not been switched to the Seal "X" position.
4. Over filling may cause a risk of clogging the vent pipe and developing excess pressure.
5. The gasket and the valves can be removed for cleaning. (See page 32).
6. Once the pressure increases, the Lid cannot be opened. Safety sensors ensure the pressure remains within the set range.
6. The Steam Release Valve has an extended finger tab, designed to keep the hand away from the top of the valve. Always use a kitchen utensil when operating this tab. See **RELEASING PRESSURE** Instructions on page 18.
7. The pressure cooking functions require liquid to work. If the inside of the Cooking Pot does not have enough liquid, an error will appear in the Display Screen. See **ERROR CODES**

GETTING STARTED




(NOTE: The Multi-Cooker beeps as each button is pressed.)

1. Add desired ingredients to Cooking Pot. Place Lid on top of Multi-Cooker and align ▼ with 🔒. To lock, twist counterclockwise, aligning ▼ with 🔒.
2. Plug provided Power Cord into the Power Cord Port of the Multi-Cooker.
3. Plug other end of the Power Cord into a wall power outlet.
4. Select the cooking function you would like to use.
5. The **START/STOP** button and the time on the screen will flash.
6. Select the desired cook time by using the + and - buttons. Select the desired temperature using the **TEMP ADJUST** button (if applicable). Select the desired pressure using the **PRESSURE ADJUST** button. (Please refer to the Cooking Guide chart on page 22 for time and temperature recommendations.)
7. Press the **START/STOP** button. For pressure cooking functions, the word "HEAT" will appear on the Display Screen during preheating time. Once the Multi-Cooker is preheated, the selected cooking time will appear on Display Screen.
Note: For pressure cooking functions, 13-14 minutes is the approximate average preheat time. If food content is larger or very cold, preheat time may take slightly longer.
8. This Multi-Cooker allows you to delay the start of your cooking so that cooking finishes when you need it. See page 13 for instructions on the **DELAY TIMER** function.
9. After the set cooking time has elapsed, the Multi-Cooker will beep again and will automatically switch to the **KEEP WARM** setting. The Display Screen will then change from the cook time to a new timer that

USING THE PRESSURE COOKING FUNCTIONS

Place the Multi-Cooker on a flat, level surface.

Place Cooking Pot inside Heating Base. Plug the Multi-Cooker into a wall outlet. The Multi-Cooker will beep, and the Display Screen will illuminate with four dashes (- - - -).

1. Place your food and liquid inside the removable Cooking Pot.
2. Place the Lid onto the Multi-Cooker and align  with . To lock, rotate counterclockwise to the **LOCKED**  position.
3. Using the finger tab, rotate the Steam Release Valve to the "Seal" position.
4. Select the desired cooking function
5. Adjust the cooking time and pressure if necessary.
Note: See the Cooking Guide on page 22 to find the possible time and pressure adjustments
6. Once you have made the desired adjustments, if any, press **START/STOP**.
7. The Multi-Cooker needs to gain pressure before pressure cooking can begin. When the Multi-Cooker is gaining pressure, "HEAT" will appear on the Display Screen and the time will not count down. The amount of time the Multi-Cooker takes to gain pressure varies according to humidity and water temperature, but average pressurization time is 13-15 minutes. When pressure has been reached, "HEAT" will disappear on the Display Screen, and the time will begin to count down.
8. After the set cooking time has elapsed, the Multi-Cooker will beep and will automatically switch to the **KEEP WARM** setting. The Display Screen will therefore change from the cook time to a new timer that will count up to 4:00 (4 hours) or until you press the **START/STOP** button. After 4 hours in the **KEEP WARM** setting, the Multi-Cooker will go into stand-by mode, and the Display Screen will illuminate with four dashes (----)..

SLOW COOKING

LOW Setting: This is suitable for simmering and slow cooking. Recommended cooking times in LOW are from 6 to 8 hours.

HIGH Setting: This is for faster cooking. Recommended cooking times in HIGH are from 2 to 4 hours.



KEEP WARM Setting: When cooking time is completed, the Multi-Cooker automatically switches to the **KEEP WARM** setting to prevent overcooking and to keep your cooked food warm until serving - perfect for busy families, those on the run and those who need flexible meal times. This setting is not hot enough to cook and should only be used to keep hot, cooked food warm for serving.

Note: When slow cooking, the ideal fill level for your ingredients is between the 1/2 and 2/3 marks. Never fill the Cooking Pot above the MAX line.

USING THE SLOW COOK FUNCTION

The **SLOW COOK** function does not use pressure in the cooking process, but some pressure can build inside the unit during cooking. When using this function, ensure the Steam Release Valve is in the "Release" position. This function will cook similarly to standard slow cookers, using lower temperatures and longer cooking times to achieve tender, flavorful meals. Place the Multi-Cooker on a flat, level surface.

Place Cooking Pot inside Heating Base. Plug the Multi-Cooker into a wall outlet. The Multi-Cooker will beep, and the Display Screen will illuminate with four dashes (- - - -).

1. Place your food and liquid inside the removable Cooking Pot.
2. Place the Lid onto the Multi-Cooker and align ▼ with . To lock, rotate counterclockwise to the **LOCKED**  position.

STEAMING

The **STEAM** function is perfect for gently steaming fish and vegetables. It is pre-programmed to use the HIGH pressure cooking setting. When steaming, use the Steaming Rack..


Capacity: When the Multi-Cooker is used with the **STEAM** function, the maximum capacity of liquid should be just under the rack wires, so that the liquid is not touching the food.

Note: The unit cannot pressure cook without liquid. Ensure a minimum of 8oz of liquid is used inside the removable Cooking Pot.


USING THE STEAM FUNCTION

Place the Multi-Cooker on a flat, level surface.

Place Cooking Pot inside Heating Base. Plug the Multi-Cooker into a wall outlet. The Multi-Cooker will beep, and the Display Screen will illuminate with four dashes (- - - -).

1. Add 8oz of water to the bottom of the removable Cooking Pot and insert the cooking rack. Ensure water is just under the wires of the rack so that food is not touching water.
2. Place your food on the cooking rack.
3. Place the Lid on and lock by rotating counterclockwise to the **LOCKED**  position.
4. Using the finger tab, flick the Steam Release Valve to the "Seal" position.

USING THE RICE/RISOTTO FUNCTION (CONT.)

5. Place the Lid on and lock by rotating counterclockwise to the **LOCKED**  position.
6. Using the finger tab, flick the Steam Release Valve to the "Seal" position.
7. Press the **RICE/RISOTTO** button and adjust the time and pressure as needed.
Note: See the Cooking Guide on page 22 to find the possible time and pressure adjustments.
8. Once you have made the desired adjustments, if any, press **START/STOP**.
9. The Multi-Cooker needs to gain pressure before pressure cooking can begin. When the Multi-Cooker is gaining pressure, "HEAt" will appear on the Display Screen and the time will not count down. When pressure has been reached, "HEAt" will disappear on the Display Screen, and the time will begin to count down.
10. After the set cooking time as elapsed, the Multi-Cooker will beep and will automatically switch to the **KEEP WARM** setting. The Display Screen will therefore change from the cook time to a new timer that will count up to 4:00 (4 hours) or until you press the **START/STOP** button. After 4 hours in the **KEEP WARM** setting, the Multi-Cooker will turn off.

TIPS:

1. Do not keep rice in the pot for extended periods of time on the **KEEP WARM** setting, as the rice will become dry and the quality will deteriorate. Use the supplied plastic spoon to stir and serve the rice. Do not use metal utensils, as these will scratch the non-stick coating.
2. As rice grains can be delicate, at the end of cooking wait until the pressure releases naturally. Do not use the Quick Pressure Release Method (see page 18 for instructions on the Natural Pressure Release Method).

Attachment B - Incident Data (CONFIDENTIAL)

Case Number	Date/Time Opened	Account Name	Person Account: Email	Person Account: Home Phone
10544493	7/28/2018 12:08	(b)(6)		
10528581	7/21/2018 16:16			
10509387	7/13/2018 12:06			
10499084	7/9/2018 14:07			
10491013	7/5/2018 12:10			
10434038	6/8/2018 10:58			
10430024	6/6/2018 16:44			
10370312	5/10/2018 8:14			
10370198	5/10/2018 1:04			
10361905	5/6/2018 20:45			
10096673	1/23/2018 17:14			
10081807	1/18/2018 14:30			
10067355	1/14/2018 15:20			
10067038	1/14/2018 10:50			
10050673	1/9/2018 11:49			
10024109	1/2/2018 13:50			
10211472	3/5/2018 12:50			
10158977	2/13/2018 14:51			
10219855	3/7/2018 15:20			
10248916	3/19/2018 15:38			
10266281	3/26/2018 13:10			
10278950	3/30/2018 18:03			
10288380	4/3/2018 23:19			
10299592	4/9/2018 8:51			
10359199	5/4/2018 13:33			
10319331	4/17/2018 9:03			
10351555	5/1/2018 15:05			
10370312	5/10/2018 8:14			
10402001	5/24/2018 13:14			
10408504	5/29/2018 9:16			
10433736	6/8/2018 9:12			
10446439	6/14/2018 10:11			
10508011	7/12/2018 16:55			
10529705	7/23/2018 9:07			
10546244	7/30/2018 9:34			

Person Account:				Zip/Postal
Other Phone	Billing Address Line 1	Shipping Address Line 1	Mailing Address Line 1	

(b)(6)

Work Phone	Product Brand	Part Number	Shipping State/Pr	Date Code Converted	Date Code
	Crock-Pot	SCCPPC600-V1	ME	11/14/2017	K318
	Crock-Pot	SCCPPC600-V1	FL	12/8/2017	K342
	Crock-Pot	SCCPPC600-V1	TN		
	Crock-Pot	SCCPPC600-V1			
	Crock-Pot	SCCPPC600-V1	MO		
	Crock-Pot	SCCPPC600-V1	KY	12/8/2017	K342
	Crock-Pot	SCCPPC600-V1	OH		
	Crock-Pot	SCCPPC600-V1	DE		
	Crock-Pot	SCCPPC600-V1			
	Crock-Pot	SCCPPC600-V1	MO		
	Crock-Pot	SCCPPC600-V1	OH	11/17/2017	K321
	Crock-Pot	SCCPPC600-V1			
	Crock-Pot	SCCPPC600-V1	IL	10/9/2017	K282
	Crock-Pot	SCCPPC600-V1	NJ	11/6/2017	K310
	Crock-Pot	SCCPPC600-V1	IL		
	Crock-Pot	SCCPPC600-V1	NJ		
	Crock-Pot	SCCPPC600-V1			
	Crock-Pot	SCCPPC600-V1	TX		
	Crock-Pot	SCCPPC600-V1	TN	12/8/2017	K342
	Crock-Pot	SCCPPC600-V1	MO	11/14/2017	K318
	Crock-Pot	SCCPPC600-V1			
	Crock-Pot	SCCPPC600-V1	NJ		
	Crock-Pot	SCCPPC600-V1	NV	1/18/2018	L018
	Crock-Pot	SCCPPC600-V1	FL	12/15/2017	K349
	Crock-Pot	SCCPPC600-V1	TX	10/26/2017	K299
	Crock-Pot	SCCPPC600-V1			
	Crock-Pot	SCCPPC600-V1	KY		
	Crock-Pot	SCCPPC600-V1	DE		
	Crock-Pot	SCCPPC600-V1	FL	12/15/2017	K349
	Crock-Pot	SCCPPC600-V1			
	Crock-Pot	SCCPPC600-V1	KS	1/30/2018	L030
	Crock-Pot	SCCPPC600-V1	TX	12/15/2017	K349
	Crock-Pot	SCCPPC600-V1	OR	11/27/2017	K331
	Crock-Pot	SCCPPC600-V1	FL	12/8/2017	K342
	Crock-Pot	SCCPPC600-V1	ME	11/14/2017	K318

Description	Reply Text	Category
Allegation: Cci said her express crock		Slow Cooker
Allegation: Customer in hospital Missin		Slow Cooker
Allegation: Mr. (b)(6) (b)(6) Father cal		Slow Cooker
Allegation: Please be careful when you	We apologize t	Slow Cooker
Allegation: CIR: I had set the express co		Slow Cooker
Allegation: cci stated that express crock		Slow Cooker
Allegation: cci said she slow cooker fun		Slow Cooker
Allegation: Yes I received as a house wa		Slow Cooker
Allegation: Hi im not sure how to go		Slow Cooker
Allegation: - When this happened I was		Slow Cooker
Allegation: Doing a stew. Locked down		Slow Cooker
Allegation: I was provided a number fo	We are so sorry	Slow Cooker
Allegation: While cooking soup using th		Slow Cooker
Allegation: I got this as a gift and this u		Slow Cooker
Allegation: Cci stating that last night at		Slow Cooker
Allegation: I got the 8 in 1 crock pot co	Hello (b)(6) this	Slow Cooker
**ESCALATED ISSUE		Slow Cooker
Allegation:I loved it until last night afte	Hi (b)(6) this is C	Slow Cooker
03/07/2018		Slow Cooker
03/19/2018 - CONS TRANSFERRED DUE		Slow Cooker
Allegation: cci w/ complaint she heard		Slow Cooker
Allegation: I have the crock pot express		Slow Cooker
Allegation: We just used our new crock		Slow Cooker
Allegation: cci stated wife k349 jn		Slow Cooker
CONSUMER'S EMAIL-Thank you for		Slow Cooker
RECEIVED EMAIL FROM CONS; Allegatio		Slow Cooker
05/01/2018		Slow Cooker
Allegation: Yes I received as a house wa		Slow Cooker
05/24/2018		Slow Cooker
05/29/2018 CONSUMER'S INFORMATION		Slow Cooker
RECEIVED VM FROM CONS		Slow Cooker
CONS EMAILED: I bought a pressure co		Slow Cooker
CONS EMAILED on 07/07/2018: can yo		Slow Cooker
07/23/2018 Allegation: Customer in hos		Slow Cooker
RECEIVED NEW CLAIM FROM AGENT TR		Slow Cooker

Attachment P - Incident Data (CONFIDENTIAL)

Case Number	Date/Time Opened	Contact Name	Contact: Email
17674103	8/7/2018 14:10	(b)(6)	
17769272	8/15/2018 5:46		
19399068	10/19/2018 17:45		
19411986	10/22/2018 12:38		
19484506	10/29/2018 12:19		
19534529	11/2/2018 11:33		
19601946	11/8/2018 17:03		
19635535	11/12/2018 13:26		
19746306	11/20/2018 15:10		
19911229	12/4/2018 15:08		
17670451	8/7/2018 11:31		

Contact: Phone	Mailing Address Line 1	Mailing City	Mailing State/Province	Mailing Zip/Postal Code
(b)(6)				

Brand	Product: Material	Date Code	Date Code Converted	Description
CrockPot	SCCPPC600V1	K342	12/8/2017	
CrockPot	SCCPPC600V1			I was cooking steak and potato soup, allo
CrockPot	SCCPPC600V1	K334	11/30/2017	Yes, I just bought one of these a month a
CrockPot	SCCPPC600V1			Customer called in to said she was cookin
CrockPot	SCCPPC600V1	K286	10/13/2017	Cooking chicken soup and her express cro
CrockPot	SCCPPC600V1	L024	1/24/2018	Consumer said the blew off. Consumer sa
CrockPot	SCCPPC600V1			Crock pot/ pressure cooker Malfunction
CrockPot	SCCPPC600V1	L108	4/18/2018	Says SCCPPC600 blow up...
CrockPot	SCCPPC600V1	L071	3/12/2018	As I was using the pressure cooker featur
CrockPot	SCCPPC600V1			unit is reading err tried several times to r
CrockPot	SCCPPC600V1	L024	1/24/2018	cci during cooking the lid popped

SAP Notes Internal

(b)(6)	: 2018-08-07 18:33:28]
	: 2018-08-15 19:14:47]
	2018-10-22 19:16:06]
	2018-10-22 18:38:22]
	2018-10-29 21:03:25]
	2018-11-02 15:46:41]
	: 2018-11-09 16:18:14]
	2018-11-12 19:30:20]
	2018-12-07 15:59:15]
	2018-12-04 20:43:34]
	: 2018-08-07 15:39:40]

September 11, 2018

VIA CERTIFIED MAIL

Sunbeam Products, Inc.
CSC Lawyers Incorporating Service
2381 Executive Center Drive
Boca Raton, FL 33431

Re: Our Client: (b)(6)
Date of Injury: 7/31/2018
Our File Number: 337675

Dear Sir/Madam:

Please be advised that (b)(6) has retained our firm to represent them in regard to injuries they sustained on July 31, 2018 that involved the explosion of a Pressure Cooker manufactured by Crock-Pot. You are hereby requested to make service of all legal documents, notices, correspondence, etc., upon me.

Please forward this letter to your insurance carrier. Please also send me a copy of the declaration sheets for your primary and any excess liability insurance policies. We will also require any statements you may have regarding this incident, any communications you or others acting on your behalf have had with my client and any receipt(s) of my client's purchase of your Pressure Cooker and accessories.

This letter also provides formal notice that you have a duty to preserve all documents and tangible things related to the above-referenced incident, including, but not limited to, the design, manufacture, advertising and sale of the Pressure Cooker. This includes all forms of data, photographs, documents, incident reports, witness statements, employee records, work records, time cards, audio recordings, video recordings, work orders, and any other materials of any type relating to the incident. This also includes any evidence pertaining to your prior knowledge of similar incidents involving others. Please confirm for me in writing that the above materials will be preserved without the need to obtain a court order.

All of the above-referenced material is likely to be both discoverable and admissible in litigation arising out of this claim. Any failure to preserve such material may result in a request that the court

impose sanctions upon you, up to and including the entry of judgment against you, for the spoliation of evidence.

Thank you for your attention to this matter. I look forward to hearing from you shortly and working with you toward an equitable resolution of this claim. Please do not hesitate to contact me if you have any questions or concerns.

Sincerely,

(b)(6)

(b)(6) Esq.

(b)(6)

(b)(6)

cc:

(b)(6)

(b)(6)

Esq. (w/o enc. via Electronic Mail at attn: (b)(6) via Dropbox)

CERTIFIED MAIL

(b)(6)

09/17/18

US Postal Service

(b)(6)

72

18
3097

Priority: Premium
Letter

1 of 1

LEGAL CORP

LEGAL CORP

400 -

24

BLDG - 24

B2 - 4th

Sunbeam Products, Inc.
CSC Lawyers Incorporating Service
2381 Executive Center Drive
Boca Raton, FL 33431

(b)(6)



3343138560 0069

(b)(6)

From: (b)(6) (b)(6)
Sent: Wednesday, October 10, 2018 5:43 PM
To: Williamson, Staci A.
Cc: [REDACTED]
Subject: Re: (b)(6) v. SPI

Hi Staci -

Thanks for checking in. I've requested a photograph of the date code from my client. I will provide you with substantive responses to your questions after I've received that from her.

Best,

(b)(6)

On Wed, Oct 10, 2018 at 2:29 PM Williamson, Staci A. (b)(6) wrote:

Dear (b)(6) – I am following up on my September 26th e-mail below. Please advise if you have the requested information.

Thanks and best regards,

Staci

Staci A. Williamson, Esq. | Partner

(b)(6)
311 South Wacker Drive Suite 2450 | Chicago, IL 60606-6627
DIRECT 312.572.8412 | Ext. 8412 | FAX 312.572.8401 | MOBILE (b)(6)
vCard | www.goldbergsegalla.com



Privileged attorney-client communication / attorney's work product. This email message and any attachments are confidential. If you are not the intended recipient, please immediately reply to the sender and delete the message from your email system.

From: Williamson, Staci A.
Sent: Wednesday, September 26, 2018 9:46 AM
To: (b)(6) (b)(6)
Cc: [REDACTED]
Subject: (b)(6) v. SPI

Dear (b)(6) – Please be advised that Sunbeam Products, Inc. has assigned this claim to Goldberg Segalla LLP. Please direct all future correspondence to my attention. At your convenience, can you please provide the following information regarding Ms. (b)(6) the product, and the incident:

DOB: (This is required for MMSEA reporting purposes)

SSN: (Required for MMSEA reporting)

Address:

Model Number for Product: Please provide any photos of the product, including model number and date code (discussed below)

Manufacturing Date Code: This will be a series of letters and numbers stamped on the metal prong of the product's plug blade.

Place of Purchase:

Date of Purchase:

Accident Description: What was Ms. (b)(6) making, ingredients used, how full was pot, what setting, how long, etc. How many time had she used product prior and any prior problems?

Injuries: A description, including any photos, medical records and bills

Property Damage: Please describe, if any

Lost Wages: Is Ms. (b)(6) making a claim?

Please also advise of the product's location. Please be advised that this particular product was manufactured by another entity pursuant to a supply agreement with Sunbeam. Pursuant to the agreement, Sunbeam is reporting this claim to the manufacturer and requesting it defend and indemnify it for this matter. I will keep you advised of all developments in this regard. If you could please provide the above information, that would be greatly appreciated.

Thanks and best regards,

Staci

Staci A. Williamson

Partner | DIRECT 312.572.8412 | Ext. 8412

MOBILE (b)(6)

311 South Wacker Drive Suite 2450 | Chicago, IL 60606-6627

--

(b)(6) | ATTORNEY


(b)(6)



THIS E-MAIL MESSAGE IS INTENDED ONLY FOR THE NAMED RECIPIENT(S) ABOVE. IT MAY CONTAIN CONFIDENTIAL INFORMATION THAT IS PRIVILEGED OR THAT CONSTITUTES ATTORNEY WORK PRODUCT. IF YOU ARE NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS E-MAIL AND ANY ATTACHMENT(S) IS STRICTLY PROHIBITED. IF YOU RECEIVE THIS E-MAIL IN ERROR, PLEASE NOTIFY THE SENDER AT (b)(6) OR BY REPLYING TO THIS E-MAIL AND DELETE THE MESSAGE AND ANY ATTACHMENT(S) FROM YOUR SYSTEM. THANK YOU.

- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: 19399068

Custom Links		Not Risk	
Case Number	19399068 [View Hierarchy]	Case Owner	(b)(6)
Parent Case	19352586	Case Record Type	RM Risk
Case Origin	Chat		
Subject	SCCPPC600 Blew Up	Brand	CrockPot
Priority	Medium	Sub-Brand	
Case Language	English	Reason	Risk
Region	US	Status	Open
Knowledge Article Needed	<input type="checkbox"/>	Resolution	
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Region Flag		Case Group	Legal
Account Number		Ref Id	[ref:_00Di0Ymyy._5000H1AiJX0:ref]
		Sold To	

Keyword Data

Keyword Legal 1	Keyword Recall 1
Keyword Legal 2	Keyword Recall 2
Keyword Legal 3	Keyword Recall 3
Keyword Legal Template	Keyword Recall Template
	Keyword Auto Response

Description Yes, I just bought one of these a month ago for my mother in law, she went to use it for the SECOND time yesterday and when her and my 1 year old baby was just walking by it, it BLEW UP on her and gave her 1st and 2nd degree burns all over her body! If this company don't make it right, we will be getting a lawyer and take this to court. She's a 62 year old woman who has 4 grandkids she has custody of and she can't get out of bed! My 1 year old baby would have been burned if she wouldn't have used her body to block him!

Other Contact Us Data**A&C Data**

Case Escalation Source	Internal	Claim Source	Call Center
------------------------	----------	--------------	-------------

Iron Mountain Box

Number

Contact Data

Account Name Generic Consumer Account 2209

New Email From
Customer ☐

Contact Name (b)(6)

New Email Counter

Consumer Hold ☐

Case Email crockpotconsumercare@newellco.com

Contact Phone (b)(6)

Declined Marketing
Data ☐

Contact Email

Email-to-Fax

Preferred Method

Notes

SAP Notes

SAP Notes Internal (b)(6): 2018-10-19 21:58:59]

CONSUMER CALLED IN STATING SHE WAS CHATTING WITH A CUSTOMER SERVICE AGENT REGARDING THE INCIDENT. SHE IS CALLING ON BEHALF OF HER MOTHER IN LAW, (b)(6) (b)(6) (b)(6) WAS USING THE EXPRESS CROCK TO COOK PINTO BEANS ON MONDAY - IT HAD BEEN ON FOR ABOUT AN HOUR WHEN SHE WAS CAME INTO THE KITCHEN TO A LOUD EXPLOSION. THE LID BLEW OFF CAUSING THE CONTENTS TO GO ALL OVER INCLUDING ONTO HER BURNING HER HEAD, FACE, CHEST, RIGHT BREAST AND ARM. SHE IMMEDIATELY WENT TO (b)(6) ER FOR TREATMENT AND WAS DIAGNOSED WITH 2ND DEGREE ALMOST 3RD DEGREE BURNS. SHE WAS PRESCRIBED PAIN MEDS, BURN CREAM AND WAS GIVEN A SHOT. (b)(6) HER DAUGHTER-IN-LAW SAID SHE IS IN BED AND ALOT OF PAIN SO SHE WILL TRY TO OBTAIN MORE DETAILS ABOUT THE SITUATION AND CALL ON MONDAY. THIS HAD BEEN THE 3RD TIME USING THE EXPRESS CROCK WHICH WAS PURCHASED ABOUT A MONTH AGO. (b)(6) DOES HAVE HEALTH INSURANCE BUT WILL INCUR OUT OF POCKET EXPENSES. 1 YEAR OLD GRANDSON CAME INTO KITCHEN BUT WAS SHOWN IN A ROOM TO PREVENT INJURY. (b)(6) ALSO HAS CUSTODY OF HER SON'S 4 CHILDREN SO IT IS VERY DIFFICULT FOR HER. SHE HAD A FOLLOW UP ON WED AND WILL BE GOING AGAIN ON MONDAY OR TUESDAY.

Change Sales Area

Update Sales Area

Sales Organization

US04-Appliance & Cookware ▼

Distribution Channel

04-Consumer ▼

Division

2C-Home Appliances ▼

Update Sales Area

Case Images

No Images found !

RISK MANAGEMENT

Status of Claim

Was there more than 1
Person Injured?

☐

Date Claim Settled

More than 1 Property
Item Damaged?

☐

Claim Detail

Possible Risk

☐

Is Product available
for Inspection?

☐

Pursuing Claim?

☐

Not available for
Inspection-Why?

Handled By

Injury / Property

Incident Date

Incident Location

Store of Purchase

Hospital/Doctor Visit

☐

Hospital/Doctor
Report

☐

Keyword Type

Keyword Root

Keyword Body Part

Receive Product Information

Product Received
Date

Number of products
being returned

Number of products
received

Description

Description Summary

Claim Refund/Replacement Information

Send Carton?

☐

Carton Order #

Send Replacement?

☐

Replacement Order #

Ordered Refund?

☐

Refund Amount

Inspection

Hold for inspection

☐

Asked for product? ☐Email CSR upon receipt ☐

Inspected By

Inspection Matches Claim

Inspection Detail

1st Injury Information

Name of Injured Party

Product Involved-Injury

Who was Injured?

Gender

Age

This Person had more than 1 Injury? ☐

Age(mos)

Height(in)

Weight(lbs)

Body Part Involved

Body Part Injury

1st Property Damage Information

What was Damaged?

Product Involved

Cost of the Damaged Property

Refund Product? ☐Replace Product? ☐

Quote #1

Source for Quote #1

Quote #2

Source for Quote #2

Proposed Refund Amount

Proposed Property Settlement

Check Request Amount USD 0.00

Conversation

System Information

Date/Time Opened 10/19/2018 5:45 PM

Created By (b)(6) 10/19/2018 5:45 PM

Date/Time Closed

Last Modified By 10/22/2018 8:57 AM

SAP Notes Update 10/19/2018 5:58 PM

Special Routing

First Email Response

Legacy Incident Number

Survey Date

Owner Division Convergys

Other Call Data

Created By Division Convergys

UCID

Contact Information

Open Risk Case Flag



Open Risk Case Count 1

Consumer Hold ☐High Profile ☐

Contact Owner

(b)(6)

VIP Consumer ☐

Name

(b)(6)

Phone

(b)(6)

Account Name

Generic Consumer Account 2209

Mobile

Account Number

Home Phone

Contact Type

Consumer

Other Phone

Duplicate Contact

Fax

Duplicate Contact Identifier

Email

(b)(6)

Region

US

Preferred Method

Language

English

Open Moneybacks

Company Name

Job Title

Contact Lock ☐

Address Information

Mailing Address

(b)(6)

Other Address

United States

House Number Other Address

Country Code ISO Other Address

Additional Information

Birthdate

Brand Preferences

Gender

Mass_Communication Opt Out ☐

Marital Status

Last Stay-in-Touch Request Date

of Persons in Household

Last Stay-in-Touch Save Date

Merge Names

Merge Mailing Address

Merge Phone

Merge Other Address

Merge Home Phone

Merge Gender

Merge Mobile

Merge Marital Status

Merge Fax

Merge Birthdate

Merge Email

Merge # of persons in Household

Merge Other Phone

Merge Preferred Method

Description

Survey sectionSurvey Unsubscribe ☐

Days Since Last 0

Survey

Survey Unsubscribe
DateLast Survey Sent
Date

System Information

Phone Raw 6063410745

Created By (b)(6) 10/16/2018 11:54 AM

MobilePhone Raw

Last Modified By (b)(6) 10/19/2018 5:47 PM

HomePhone Raw

Contact Record Type Consumer

OtherPhone Raw

Ext-Data Stage
Source System

Ext-Data Stage ID

Custom Links

[Google Search](#)[Google Maps](#)[Send Gmail](#)[Yahoo! Weather](#)[Activity Report by Contact](#)

Case Products

CP-0007356661

Record Status 

Product SCCPPC600V1

Material Description SLOWCOOKER CRP 6QT SS EXPRESS

Mfg Date

Has Recall List View NO

Serial/Batch Number

Plant/Warehouse

Packers Stamp

Date of Purchase

Open Activities

Other

Name (b)(6)

Task 

Due Date

Status Not Started

Priority Normal

Assigned To (b)(6)

ITEM# SCCPPC600-V1

Comments CF - HATTIESBURG
ER

Case History

10/19/2018 5:45 PM

User (b)(6)

Connection

Action Deleted Claim in Resolution. Changed Reason from Claims to Risk. Changed Case Record Type from RM Claim to RM Risk.

10/19/2018 5:45 PM

User (b)(6)

Connection

Action Created.

Chatter**Text Posts**

(b)(6) CONSUMER CALLED IN STATING SHE WAS CHATTING WITH A CUSTOMER SERVICE AGENT REGARDING THE INCIDENT. SHE IS CALLING ON BEHALF OF HER MOTHER IN LAW, (b)(6) (b)(6) WAS USING THE EXPRESS CROCK TO COOK PINTO BEANS ON MONDAY - IT HAD BEEN ON FOR ABOUT AN HOUR WHEN SHE WAS CAME INTO THE KITCHEN TO A LOUD EXPLOSION. THE LID BLEW OFF CAUSING THE CONTENTS TO GO ALL OVER INCLUDING ONTO HER BURNING HER HEAD, FACE, CHEST, RIGHT BREAST AND ARM. SHE IMMEDIATELY WENT TO (b)(6)

(b)(6) ER FOR TREATMENT AND WAS DIAGNOSED WITH 2ND DEGREE ALMOST 3RD DEGREE BURNS. SHE WAS PRESCRIBED PAIN MEDS, BURN CREAM AND WAS GIVEN A SHOT. (b)(6) HER DAUGHTER-IN-LAW SAID SHE IS IN BED AND ALOT OF PAIN SO SHE WILL TRY TO OBTAIN MORE DETAILS ABOUT THE SITUATION AND CALL ON MONDAY. THIS HAD BEEN THE 3RD TIME USING THE EXPRESS CROCK WHICH WAS PURCHASED ABOUT A MONTH AGO. (b)(6) DOES HAVE HEALTH INSURANCE BUT WILL INCUR OUT OF POCKET EXPENSES. 1 YEAR OLD GRANDSON CAME INTO KITCHEN BUT WAS SHOVED IN A ROOM TO PREVENT INJURY. (b)(6) ALSO HAS CUSTODY OF HER SON'S 4 CHILDREN SO IT IS VERY DIFFICULT FOR HER. SHE HAD A FOLLOW UP ON WED AND WILL BE GOING AGAIN ON MONDAY OR TUESDAY.

October 19, 2018 at 5:58 PM

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December 6, 2018

VIA U.S. MAIL

(b)(6)

(b)(6)

Re: (b)(6) (b)(6) v. Sunbeam Products, Inc.
DOL: October 18, 2018
GS File No.: 20014.1024

Dear Ms. (b)(6)

Please be advised that Sunbeam Products, Inc. has assigned your claim to Goldberg Segalla LLP. Please direct all future correspondence to my attention. My attempts to reach you via telephone and e-mail have been unsuccessful. Please give me a call at your convenience.

Very truly yours,

GOLDBERG SEGALLA LLP

Staci A. Williamson

SAW:ste

(b)(6)

From: Williamson, Staci A.
Sent: Tuesday, October 30, 2018 11:38 AM
To: (b)(6)
Cc: Enderle, Sarah T.
Subject: RE: (b)(6) - Express Crock Model: SCCPPC600V1

Dear Ms. (b)(6) – I'm just following up on my email below. I'd like to schedule a convenient time to discuss. Please advise of your availability at your convenience. Thanks and I look forward to speaking with you.

From: Williamson, Staci A.
Sent: Tuesday, October 23, 2018 12:48 PM
To: (b)(6)
Cc: (b)(6)
Subject: (b)(6) - Express Crock Model: SCCPPC600V1

Dear Ms. (b)(6) – Please be advised that Sunbeam Products, Inc. has assigned this claim to Goldberg Segalla LLP. Please direct all future correspondence to my attention. I would like to give you a call to discuss how your mother-in-law is doing, as well as discuss the future handling of this matter. Please advise of the best time to reach you, including your contact number. Prior to our conversation, please be advised that I will be seeking the following information with respect to Ms. (b)(6)

DOB: (This is required for MMSEA reporting purposes)

SSN: (Required for MMSEA reporting)

Address:

Model Number for Product: Please provide any photos of the product, including model number and date code (discussed below)

Manufacturing Date Code: This will be a series of letters and numbers stamped on the metal prong of the product's plug blade.

Place of Purchase:

Date of Purchase:

Accident Description: What was Ms. (b)(6) making, ingredients used, how full was pot, what setting, how long, etc. How many times had she used product prior and any prior problems?

Injuries: A description, including any photos, medical records and bills

Property Damage: Please describe, if any

Lost Wages: Is Ms. (b)(6) making a claim?

Please also advise of the product's location. Please be advised that this particular product was manufactured by another entity pursuant to a supply agreement with Sunbeam. Pursuant to the agreement, Sunbeam is reporting this claim to the manufacturer and requesting it defend and indemnify it for this matter. I will keep you advised of all developments in this regard. If you could please provide the above information, that would be greatly appreciated.

Thanks and best regards,
Staci

Staci A. Williamson

Partner | DIRECT 312.572.8412 | Ext. 8412

MOBILE (b)(6)

311 South Wacker Drive Suite 2450 | Chicago, IL 60606-6627

From: Williamson, Staci A.
Sent: Monday, November 12, 2018 12:15 PM
To: (b)(6)
Cc:
Subject: RE: (b)(6) v. Sunbeam Products Inc. - Express Pot Claim

Thank you. I will give you a call later today or tomorrow. I look forward to speaking with you.

Best,
Staci

Staci A. Williamson

Partner | DIRECT 312.572.8412 | Ext. 8412
MOBILE (b)(6)
311 South Wacker Drive Suite 2450 | Chicago, IL 60606-6627

From: (b)(6) [mailto:(b)(6)]
Sent: Friday, November 9, 2018 5:16 PM
To: Williamson, Staci A.
Cc:
Subject: Re: (b)(6) v. Sunbeam Products Inc. - Express Pot Claim

Monday & Tuesday will probably be the best days to reach me. I work overnight. Call anytime Monday & Tuesday. Wednesday & Thursday please limited to 2-6 pm central time. My number is (b)(6)

Sent from Yahoo Mail for iPhone

On Friday, November 9, 2018, 2:46 PM, Williamson, Staci A. <swilliamson@goldbergsegalla.com> wrote:

Dear Ms. (b)(6) – Please be advised that Sunbeam Products, Inc. has assigned this claim to Goldberg Segalla LLP. Please direct all future correspondence to my attention. I would like to give you a call to discuss your incident, how you are doing, as well as discuss the future handling of this matter. Please advise of the best time to reach you next week (Mon-Fri), including the best number to reach you at. Please be advised that this particular product was manufactured by another entity pursuant to a supply agreement with Sunbeam. Pursuant to the agreement, Sunbeam is reporting this claim to the manufacturer.

I look forward to hearing and speaking with you.

Thanks and best regards,

Staci

Staci A. Williamson, Esq. | Partner

swilliamson@goldbergsegalla.com

311 South Wacker Drive Suite 2450 | Chicago, IL 60606-6627

DIRECT [312.572.8412](tel:312.572.8412) | Ext. 8412 | FAX [312.572.8401](tel:312.572.8401) | MOBILE (b)(6)

vCard | www.goldbergsegalla.com



New York | Illinois | Florida | California | Maryland | Missouri
North Carolina | Pennsylvania | New Jersey | Connecticut | United Kingdom



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Withheld pursuant to exemption

(b)(3):CPSA Section 25(c) ; (b)(6)

of the Freedom of Information Act

Withheld pursuant to exemption

(b)(3):CPSA Section 25(c) ; (b)(6)

of the Freedom of Information Act

Withheld pursuant to exemption

(b)(3):CPSA Section 25(c) ; (b)(6)
of the Freedom of Information Act

Withheld pursuant to exemption

(b)(3):CPSA Section 25(c) ; (b)(6)

of the Freedom of Information Act



Purchase Details



Store purchase

1 item

Sep 16, 2018 at 1:42 am

\$68.40

167 Northshore Blvd

RETURNED



Crock-Pot 6 Qt 8-in-1 Multi-Use Express Crock Progra...

\$69.92

Receipt Summary

Subtotal (1 item)	\$69.92
Discount	-\$6.99
Tax 8.7%	\$5.47
Total	\$68.40
Wmp Visa	-\$68.40
Refund	\$68.40

(b)(6)



Home



Reorder



Services



Cart



Page 228 of 2182

Account



Receipt Details



985-690-0123 Mgr: (b)(6)

167 NORTHSORE BLVD

SLIDELL LA 70460

ST# 02665 OP# 009043 TE# 43 TR# 06294

REFUND

SLIDELL LA 70460

ST# 02665 OP# 000139 TE# 92 TR# 06861

6OT EXPRESS 004889406691 D 69.92-X

6QT EXPRESS 004889406691 69.92 X

SUBTOTAL 69.92

DISCOUNT GIVEN 6.99

TAX 1 8.700 % 5.47

TOTAL 68.40

WMP VISA TEND 68.40

WALMART PAY

ACCOUNT (b)(6)

XREF #

TRANS ID - (b)(6)

VALIDATION

*NO SIGNATURE REQUIRED

TERMINAL # SC010909

09/16/18 01:42:38

CHANGE DUE 0.00

ITEMS SOLD 1

(b)(6)



Home



Reorder



Services



Cart



Page 229 of 2182

Account

FULL RELEASE OF ALL CLAIMS AND SETTLEMENT AGREEMENT

(b)(6) ("RELEASOR"), for the sole consideration of [REDACTED]
[REDACTED] ([REDACTED]), does hereby release and forever
discharge [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED], their successors, assigns, manufacturers, retailers,
distributors, suppliers, administrators, subsidiaries, holding companies, parent companies, or
corporations or any other entity involved in the design, manufacture, marketing, distribution or
sale of the subject product (RELEASEES), charged or chargeable with responsibility of liability
from any and all claims, lawsuits or damages of any kind, and any interest thereon and any other
injury or damage sustained or that may be hereafter sustained in consequence of an incident that
occurred on or about September 30, 2018 at the home of (b)(6) located at [REDACTED]
[REDACTED] allegedly involving a Crock Pot Model SCCPPC600-V1.

It is understood and agreed, that the above named sum is paid for and is the sole
consideration of this release, and in making this release and agreement it is understood and agreed
that the undersigned relies on her own judgment, belief, and knowledge of the nature, extent and
duration of said damages and the undersigned has not been influenced or induced to any extent
whatsoever in making this Release and Settlement Agreement. It is further understood that in
determining said sum, there has been taken into consideration not only the ascertained damages,
but also the possibility that the damages sustained may be uncertain and indefinite, so that
consequences not now anticipated may result from the said actions. The undersigned agrees, as a
further consideration and inducement for this compromised settlement, that it shall apply to all

unknown and unanticipated damages resulting from said incident, as well as to those now disclosed.

The Releasor understands that each party hereby released admits no liability of any sort but of said actions and that payment and settlement is made to terminate further controversy respecting all claims for damages of any kind and every kind that have heretofore been asserted. The Releasor warrants that she is legally competent to execute this Release and accepts full responsibility therefore after consultation with attorneys. The Releasor warrants that she is a proper party to assert the claim for damages referenced above or any other loss, and she knows of no other parties who are contemplating any action or lawsuit against those released. (b)(6) represents and warrants that she has not transferred, sold, or assigned her rights and/or claims arising out of the incident that is the basis of this claim to any other person or entity, and that all of (b)(6)'s claims arising out of the incident on September 30, 2018 are being released herein.

The parties and their attorneys hereby agree, represent and warrant that neither the amount of payments, nor the terms or conditions of any part or portion of this Release and Settlement Agreement shall be disclosed, made public, disseminated or otherwise released by themselves or by anyone in or under their control, except as required by law. If inquiries are made concerning this case, the parties and their attorneys may respond that the case has been resolved amicably and they are not at liberty to disclose the terms and conditions, that the amount, terms and conditions which were made part of the Release and Settlement Agreement and the consideration paid in connection therewith, shall be and remain forever confidential. The parties and their attorneys further agree that they will exercise their best efforts to prevent the disclosure or dissemination of such information. Either Party may disclose the existence and terms of this Agreement to a potential acquirer of such Party or a substantial portion of the assets or business to which this

Agreement relates; provided any such potential acquirer is subject to a written non-disclosure agreement protecting such information.

Releasor acknowledges and agrees that she will and hereby does hold Releasees and their insurers and attorneys harmless from and indemnify them against any and all liens related to the incident, whether known or unknown, including without limitation any and all Workers Compensation, Medicare, Medicaid, Medical Provider and Health Care Provider liens.

The Parties agree that the terms of this Release and Settlement Agreement are contractual and not a mere recital; that this Release and Settlement Agreement contains the entire agreement between the parties. The undersigned states that she is authorized to sign this Release and Settlement Agreement and is doing so voluntarily.


BY: _____
 (b)(6)

Dated this _____ day of _____, 2018.

SUBSCRIBED and SWORN TO by me this
_____ day of _____, 2018.

- [Close Window](#)
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Case: 19901737

Case Number	19901737 [View Hierarchy]	Case Owner	(b)(6)
Parent Case		Case Record Type	Consumer Inquiry
Store Number			
Case Origin	Phone	Brand	CrockPot
Subject	SCCPPC600V1	Sub-Brand	
Priority	Medium	Reason	Information
Case Language	English	Status	Open
Region	US		
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Reply
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Ref Id	[ref:_00Di0Ymyy_5000H1ClknS:ref]	Case Group	Consumer
Region Flag		Ship To	
Inspection Matches Claim		Sold To	
Account Number			

Keyword Data

Keyword Legal 1	Keyword Recall 1
Keyword Legal 2	Keyword Recall 2
Keyword Legal 3	Keyword Recall 3
Keyword Legal Template	Keyword Recall Template
	Keyword Auto Response

Description

Description unit is reading err tried several times to reset said halfway thru the cycle the crockpot ex blew up food was every where it slashed on her giving her 2-3 degree burns has to go to the hospital to the burn unit wants to file a claim

Other Contact Us Data**Contact Data**

Account Name	Generic Consumer Account 2232	New Email From Customer	<input type="checkbox"/>
Contact Name	(b)(6)	New Email Counter	
Consumer Hold		Case Email	crockpotconsumercare@newellco.com
Contact Phone		Declined Marketing Data	<input type="checkbox"/>
Contact Email			
Email-to-Fax			
Preferred Method			

Notes

(b)(6)

SAP Notes

SAP Notes Internal (b)(6) : 2018-12-04 13:47:58
unit is reading err tried several times to reset said halfway thru the cycle the crockpot ex blew up food was every where it slashed on her giving her 2-3 degree burns has to go to the hospital to the burn unit wants to file a claim

Change Sales Area

Update Sales Area

Sales Organization

US04-Appliance & Cookware ▼

Distribution Channel

04-Consumer ▼

Division

2C-Home Appliances ▼

Update Sales Area

Case Images

No Images found !

Address Override Information

Account Name
Shipping Street
Shipping City
Shipping State/Province
Shipping Zip/Postal Code
Shipping Country United States
Shipping Email
Shipping Phone

System Information

Date/Time Opened	12/4/2018 8:44 AM	Created By	(b)(6)	12/4/2018 8:44 AM
Date/Time Closed		Last Modified By		12/4/2018 8:48 AM
SAP Notes Update	12/4/2018 8:47 AM	Special Routing		
First Email Response		Legacy Incident Number		
Survey Date		Owner Division	HGS	
Other Call Data		Created By Division	HGS	
UCID				

Contact Information

Open Risk Case Flag



Open Risk Case Count

1

Consumer Hold



High Profile



Contact Owner

(b)(6)

VIP Consumer



Name

Phone

(b)(6)

Account Name

Generic Consumer Account 2232

Mobile

Account Number

Home Phone

Contact Type

Consumer

Other Phone

Duplicate Contact

Fax

Duplicate Contact Identifier

Email

(b)(6)

Region

US

Preferred Method

Language

English

Open Moneybacks

Company Name

Job Title

Contact Lock



Address Information

Mailing Address

(b)(6)

Other Address

(b)(6)

House Number Other Address

Country Code ISO Other Address

Additional Information

Birthdate

Brand Preferences

Gender

Mass_Communication Opt Out



Marital Status

Last Stay-in-Touch Request Date

of Persons in Household

Last Stay-in-Touch Save Date

Merge Names

Merge Mailing Address

Merge Phone

Merge Other Address

Merge Home Phone

Merge Gender

Merge Mobile

Merge Marital Status

Merge Fax

Merge Birthdate

Merge Email

Merge # of persons in Household

Merge Other Phone

Merge Preferred Method

Description

(b)(6)

Survey section

Survey Unsubscribe



Days Since Last Survey 0

Survey Unsubscribe Date

Last Survey Sent Date

System Information

Phone Raw

(b)(6)

Created By

(b)(6)

12/3/2018 4:13 PM

MobilePhone Raw

Last Modified By

(b)(6)

12/4/2018 3:09 PM

HomePhone Raw

Contact Record Type

Consumer

OtherPhone Raw

Ext-Data Stage Source System

Ext-Data Stage ID

Custom Links[Google Search](#)[Google Maps](#)[Send Gmail](#)[Yahoo! Weather](#)[Activity Report by Contact](#)**Case Products**

CP-0007561455

Record Status 

Product SCCPPC600V1

Material Description SLOWCOOKER CRP 6QT SS EXPRESS

Mfg Date

Has Recall List View NO

Serial/Batch Number

Plant/Warehouse

Packers Stamp

Date of Purchase

Related Cases

19911229

Subject ER EXPRESS CROCK CLAIM - P/I

Priority Medium

Date/Time Opened 12/4/2018 3:08 PM

Status Open

Owner (b)(6)

Description unit is reading err tried several times to reset said halfway thru the cycle the crockpot ex blew up food was every where it slashed on her giving her 2-3 degree burns has to go to the hospital to the burn unit wants to file a claim

Activity History

Call

Name (b)(6)

Task ☒

Due Date 12/4/2018

Assigned To (b)(6)

Last Modified Date/Time 12/4/2018 2:59 PM

Comments CIR: I was cooking collie greens, I've cooked it in the pot before.

It was about 5 or 6 pieces of Smoke Neck Bone (meat) was filled with liquid up to the maximum line, I plugged it in and got ER6, tried to hit meat and it wouldn't do anything. I unplugged it, waited a few, plugged it back in. the lid was locked. I hit the meat cycle, started working, it's locked.

I was standing at a chef table preparing ingredients it was cooking for maybe 10-15 minutes high pressure, I heard this strange noise I've never heard before, before I could react then it went "boom" and I looked up the top had shot off the unit, two pieces of the meat flew out of the pot, the liquid poured out of the unit, all of it. granddaughter was in the kitchen but she wasn't hurt. I was trying to get out of the room and the meat had some grease and I slipped on the grease, the water hit me when I got back in. My right shoulder the shirt was warm, I took the shirt off and noticed I was burned. Both shoulders were burning but the right had a bigger burn. I called my sister who is a nurse and told me to put a cold cloth on it. Her sister told her to go

to the hospital. the next morning it had swollen into blisters, that's when I went to the hospital. Finally I went Friday to the ER because the blisters kept coming.

Case History

12/4/2018 8:47 AM

User (b)(6)

Connection

Action Changed Resolution to Reply. Changed Reason to Information. Changed Brand to CrockPot. Changed Description. Changed Subject to SCCPPC600V1.

12/4/2018 8:44 AM

User (b)(6)

Connection

Action Changed Account Name to Generic Consumer Account 2232. Created.

Chatter


Text Posts

(b)(6) unit is reading err tried several times to reset said halfway thru the cycle the crockpot ex blew up food was every where it slashed on her giving her 2-3 degree burns has to go to the hospital to the burn unit wants to file a claim
December 4, 2018 at 8:47 AM

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Case: 19911229

Custom Links		Not Risk	
Case Number	19911229 [View Hierarchy]	Case Owner	(b)(6)
Parent Case	19901737	Case Record Type	RM Risk
Case Origin	Phone		
Subject	ER EXPRESS CROCK CLAIM - P/I	Brand	CrockPot
Priority	Medium	Sub-Brand	
Case Language	English	Reason	Risk
Region	US	Status	Open
Knowledge Article Needed	<input type="checkbox"/>	Resolution	Risk Management
Knowledge Notes		Licensee	
Assigned Skill		Has Recall?	NO
Region Flag		Case Group	Legal
Account Number		Ref Id	[ref:_00Di0Ymyy._5000H1Clx54:ref]
		Sold To	

Keyword Data

Keyword Legal 1	Keyword Recall 1
Keyword Legal 2	Keyword Recall 2
Keyword Legal 3	Keyword Recall 3
Keyword Legal Template	Keyword Recall Template
	Keyword Auto Response

Description unit is reading err tried several times to reset said halfway thru the cycle the crockpot ex blew up food was every where it slashed on her giving her 2-3 degree burns has to go to the hospital to the burn unit wants to file a claim

Other Contact Us Data**A&C Data**

Case Escalation Source	Claim Source
	Iron Mountain Box Number

Contact Data

Account Name	Generic Consumer Account 2232	New Email From Customer	<input type="checkbox"/>
Contact Name	(b)(6)	New Email Counter	

Consumer Hold ☐

Case Email

crockpotconsumercare@newellco.com

Contact Phone

(b)(6)

Declined Marketing

Data ☐

Contact Email

Email-to-Fax

Preferred Method

Notes

SAP Notes

SAP Notes Internal

(b)(6) : 2018-12-04 20:43:34]

(b)(6) RM RETURN LABEL EMAILED AS REQUESTED

(b)(6) : 2018-12-04 20:42:14]

CONS WAS UNABLE TO BE TRANSFERRED BY (b)(6) FROM HGS, SO I CALLED HER BACK (SHE IS AT WORK) - SHE EXPLAINED THAT SHE WAS COOKING SMOKED NECKBONE, SHE PUT 5-6 PIECES OF MEAT IN THE EXPRESS CROCK, THEN FILLED IT UP TO THE MAX LINE WITH WATER - SHE PLUGGED IT IN AND GOT ERROR CODE AND COULD NOT START THE COOKING, SO SHE UNPLUGGED IT AND PLUGGED IT BACK IN, SHE GOT NO ERROR THIS TIME SO SET IT ON THE MEAT CYCLE (34 MINUTES) - SHE WAS IN THE KITCHEN WITH THE EXPRESS CROCK, PREPARING OTHER FOODS, AND ABOUT 10 TO 15 MINUTES LATER SHE HEARD A NOISE AND THE LID BLEW OFF THE POT - 2 OF THE SMOKED NECKBONE CAME OUT, ALONG WITH HOT LIQUID THAT SPRAYED ON HER SHOULDERS AND ARMS, WHICH CAUSED BURNS ON BOTH SHOULDERS/ARMS - SHE CALLED HER SISTER, WHICH IS A NURSE, AND WAS ADVISED TO APPLY COLD WATER COMPRESSES - HER AUNT LOOKED AT IT THE NEXT DAY (ON THANKSGIVING) BECAUSE IT WAS BLISTERING UP AND WAS ADVISED SHE NEEDED TO GO TO THE ER - SHE WENT TO THE EMERGENCY ROOM AND WAS ADVISED IT WAS SECOND DEGREE BURNS, THEY REFERRED HER TO A BURN UNIT (STILL BURN UNIT, WHICH IS INSIDE (b)(6)) - THEY ADVISED ONE BURN WAS 2ND DEGREE (RIGHT ARM, SHOULDER) AND THE OTHER WAS 3RD DEGREE (LEFT ARM) - SHE WAS GIVING SOME PAIN MEDS, OINTMENT, AND A TETNUS SHOT AT THE ER, THE BURN CENTER GAVE 2 MORE OINTMENTS, SHE HAD TO BUY GAUZE AND TAPE TO CONTINUE CLEANING AND DRESSING THE BURNS - HER NEXT APPOINTMENT AT THE BURN UNIT IS WED 12/12 - SHE HAS INSURANCE, THE ER HAS NOT YET BILLED HER AND SHE HAD TO PAY A COPAY OF ABOUT \$70 AT BURN UNIT - I ADVISED HER I WILL BE SENDING A PPSL TO RETRIEVE THE EXPRESS POT AND ESCALATING THIS TO OUR RISK MANAGEMENT DEPARTMENT FOR FURTHER HANDLING, THEY SHOULD BE IN CONTACT WITH HER IN THE NEXT FEW DAYS

Change Sales Area

Update Sales Area

Sales Organization

US04-Appliance & Cookware ▼

Distribution Channel

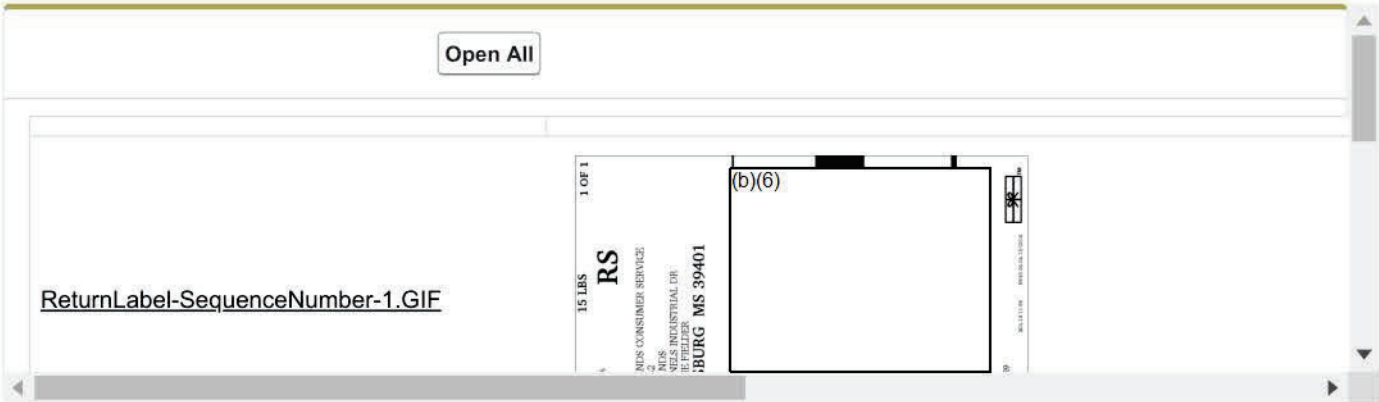
04-Consumer ▼

Division

2C-Home Appliances ▼

Update Sales Area

Case Images



RISK MANAGEMENT

Status of Claim	Was there more than 1 Person Injured?	<input type="checkbox"/>
Date Claim Settled	More than 1 Property Item Damaged?	<input type="checkbox"/>

Claim Detail

Possible Risk	<input checked="" type="checkbox"/>	Is Product available for Inspection?	<input type="checkbox"/>
Pursuing Claim?	<input checked="" type="checkbox"/>	Not available for Inspection-Why?	
Handled By			
Injury / Property	Personal		
Incident Date	11/21/2018	Incident Location	SC
Store of Purchase			
Hospital/Doctor Visit	<input type="checkbox"/>	Hospital/Doctor Report	<input type="checkbox"/>
Keyword Type			
Keyword Root		Keyword Body Part	

Receive Product Information

Product Received Date	Number of products being returned	1
	Number of products received	

Description

Description Summary

Claim Refund/Replacement Information

Send Carton?	<input type="checkbox"/>	Carton Order #	
Send Replacement?	<input type="checkbox"/>	Replacement Order #	
Ordered Refund?	<input type="checkbox"/>	Refund Amount	

Inspection

Hold for inspection	<input type="checkbox"/>
---------------------	--------------------------

Asked for product? ☐Email CSR upon receipt ☐

Inspected By

Inspection Matches Claim

Inspection Detail

1st Injury Information

Name of Injured Party

Product Involved-Injury

Who was Injured?

Gender

Age

This Person had more than 1 Injury? ☐

Age(mos)

Height(in)

Weight(lbs)

Body Part Involved

Body Part Injury

1st Property Damage Information

What was Damaged?

Product Involved

Cost of the Damaged Property

Refund Product? ☐Replace Product? ☐

Quote #1

Source for Quote #1

Quote #2

Source for Quote #2

Proposed Refund Amount

Proposed Property Settlement

Check Request Amount USD 0.00

Conversation

System Information

Date/Time Opened 12/4/2018 3:08 PM

Created By (b)(6) 12/4/2018 3:08 PM

Date/Time Closed

Last Modified By 12/4/2018 4:03 PM

SAP Notes Update 12/4/2018 3:43 PM

Special Routing

First Email Response

Legacy Incident Number

Survey Date

Owner Division Convergys

Other Call Data

Created By Division Convergys

UCID

Contact Information

Open Risk Case Flag



Open Risk Case Count 1

Consumer Hold

☐

High Profile

☐

Contact Owner

(b)(6)

VIP Consumer

☐

Name

(b)(6)

Phone

(b)(6)

Account Name

Generic Consumer Account 2232

Mobile

Account Number

Home Phone

Contact Type

Consumer

Other Phone

Duplicate Contact

Fax

Duplicate Contact Identifier

Email

(b)(6)

Region

US

Preferred Method

Language

English

Open Moneybacks

Company Name

Job Title

Contact Lock

☐

Address Information

Mailing Address

(b)(6)

Other Address

(b)(6)

House Number Other Address

Country Code ISO Other Address

Additional Information

Birthdate

Brand Preferences

Gender

Mass_Communication Opt Out

☐

Marital Status

Last Stay-in-Touch Request Date

of Persons in Household

Last Stay-in-Touch Save Date

Merge Names

Merge Mailing Address

Merge Phone

Merge Other Address

Merge Home Phone

Merge Gender

Merge Mobile

Merge Marital Status

Merge Fax

Merge Birthdate

Merge Email

Merge # of persons in Household

Merge Other Phone

Merge Preferred Method

Description

Survey section

Survey Unsubscribe

☐

Days Since Last 0

(b)(6)

Survey

Survey Unsubscribe
DateLast Survey Sent
Date

System Information

Phone Raw (b)(6)

Created By (b)(6) 12/3/2018 4:13 PM

MobilePhone Raw

Last Modified By (b)(6) 12/4/2018 3:09 PM

HomePhone Raw

Contact Record Type Consumer

OtherPhone Raw

Ext-Data Stage
Source System

Ext-Data Stage ID

Custom Links

[Google Search](#)[Google Maps](#)[Send Gmail](#)[Yahoo! Weather](#)[Activity Report by Contact](#)

Case Products

CP-0007565912

Record Status 

Product SCCPPC600V1

Material Description SLOWCOOKER CRP 6QT SS EXPRESS

Mfg Date

Has Recall List View NO

Serial/Batch Number

Plant/Warehouse

Packers Stamp

Date of Purchase

Attachments

ReturnLabel-SequenceNumber-1.GIF

Size 31KB

Ownership (b)(6)


View [View file](#)

Last Modified 12/4/2018 3:42 PM

Activity History

Other

Name (b)(6)

Task 

Due Date

Assigned To (b)(6)

Last Modified Date/Time 12/4/2018 3:44 PM

PPSL FOR EXPRESS CROCK MODEL SCCPPC600V1 VIA EMAIL

RM

Comments CF-HATTIESBURG

(b)(6) : 2018-12-04 20:43:34]

(b)(6) RM RETURN LABEL EMAILED AS REQUESTED

UPS Shipments (Case)

UPS-Shipment-0000033394Return Shipment ☒

Shipment Notes

Service Type Name **UPS Ground**

Recipient Name

Recipient Contact

Recipient Account

Recipient Opportunity

Case History**12/4/2018 4:03 PM**

User (b)(6)

Connection

Action **Changed Possible Risk from false to true. Changed Resolution from Reply to Risk Management.****12/4/2018 3:09 PM**

User (b)(6)

Connection

Action **Changed Reason from Information to Risk. Changed Case Record Type from Consumer Inquiry to RM Risk.****12/4/2018 3:09 PM**

User (b)(6)

Connection

Action **Changed Subject from SCCPPC600V1 to ER EXPRESS CROCK CLAIM - P/I.****12/4/2018 3:08 PM**

User (b)(6)

Connection

Action **Created.****Chatter****Text Posts**

(b)(6) RM RETURN LABEL EMAILED AS REQUESTED

December 4, 2018 at 3:43 PM

(b)(6) CONS WAS UNABLE TO BE TRANSFERRED BY (b)(6) FROM HGS, SO I CALLED HER BACK (SHE IS AT WORK) - SHE EXPLAINED THAT SHE WAS COOKING SMOKED NECKBONE, SHE PUT 5-6 PIECES OF MEAT IN THE EXPRESS CROCK, THEN FILLED IT UP TO THE MAX LINE WITH WATER - SHE PLUGGED IT IN AND GOT ERROR CODE AND COULD NOT START THE COOKING, SO SHE UNPLUGGED IT AND PLUGGED IT BACK IN, SHE GOT NO ERROR THIS TIME SO SET IT ON THE MEAT CYCLE (34 MINUTES) - SHE WAS IN THE KITCHEN WITH THE EXPRESS CROCK, PREPARING OTHER FOODS, AND ABOUT 10 TO 15 MINUTES LATER SHE HEARD A NOISE AND THE LID BLEW OFF THE POT - 2 OF THE SMOKED NECKBONE CAME OUT, ALONG WITH HOT LIQUID THAT SPRAYED ON HER SHOULDERS AND ARMS, WHICH CAUSED BURNS ON BOTH SHOULDERS/ARMS - SHE CALLED HER SISTER, WHICH IS A NURSE, AND WAS ADVISED TO APPLY COLD WATER COMPRESSES - HER AUNT LOOKED AT IT THE NEXT DAY (ON THANKSGIVING) BECAUSE IT WAS BLISTERING UP AND WAS ADVISED SHE NEEDED TO GO TO THE ER - SHE WENT TO THE EMERGENCY ROOM AND WAS ADVISED IT WAS SECOND DEGREE BURNS, THEY REFERRED HER TO A BURN UNIT (STILL BURN UNIT, WHICH IS INSIDE (b)(6)) - THEY ADVISED ONE BURN WAS 2ND DEGREE (RIGHT ARM, SHOULDER) AND THE OTHER WAS 3RD DEGREE (LEFT ARM) - SHE WAS GIVING SOME PAIN MEDS, OINTMENT, AND A TETNUS SHOT AT THE ER, THE BURN CENTER GAVE 2 MORE OINTMENTS, SHE HAD TO BUY GAUZE AND TAPE TO CONTINUE CLEANING AND DRESSING THE BURNS - HER NEXT APPOINTMENT AT THE BURN UNIT IS WED 12/12 - SHE HAS INSURANCE, THE ER HAS NOT YET BILLED HER AND SHE HAD TO PAY A COPAY OF ABOUT \$70 AT BURN UNIT - I ADVISED HER I WILL BE SENDING A PPSL TO RETRIEVE THE EXPRESS POT AND ESCALATING THIS TO OUR RISK MANAGEMENT DEPARTMENT FOR FURTHER HANDLING, THEY SHOULD BE IN CONTACT WITH HER IN THE NEXT FEW DAYS

December 4, 2018 at 3:42 PM

CLAIMS - CROCK-POT EXPRESS		CONFIDENTIAL							
Claim Number	Matter Name	Loss Description	Minor Coverage	Location	Model Number	Status	Report Date	Loss Date	
P04008500	(b)(6)	After Multi-Cooker Crock Pot depressurized, claimant removed lid to product and contents allegedly burned his left hand and wrist.	Products Liability	CROCP2 - Crock-Pot Express	SCCPPC600-V1 (Multi-Cooker)	Open	09/12/2018	08/28/2018	
P04009000		Claimant alleges receiving burns from malfunctioning/explosion of a Multi-Cooker Crock Pot.	Products Liability	CROCP2 - Crock-Pot Express		Open	09/24/2018	07/31/2018	
P04013500		Claimant alleges express pot threw contents resulting in burns to head, face, chest, right breast and arm.	Products Liability	CROCP2 - Crock-Pot Express	SCCPPC600 (Multi-Cooker)	Open	10/19/2018	10/18/2018	
P04014500		Lid allegedly removed from express crock pot before depressurized resulting in contents causing first and second degree burns to live in boyfriend, (b)(6) on stomach, right and left forearms. Also, allegedly caused damages to newly purchased residence - paint, cabinets, Alexa and outlets.	Products Liability	CROCP2 - Crock-Pot Express	SCCPPC600-V1 (Multi-Cooker)	Open	10/29/2018	10/28/2018	
P04016200		Product depressurized, claimant removed lid and heard pop and lid allegedly came off with contents causing second degree burns to left side of arm and third degree burns to wrist, and will have scarring. Claiming \$223.00 in medical expenses and \$600.00 in lost wages.	Products Liability	CROCP2 - Crock-Pot Express	SCCPPC600-V1 (Multi-Cooker)	Open	11/09/2018	09/30/2018	
Not in system yet		unit is reading err tried several times to reset said halfway thru the cycle the crockpot ex blew up food was every where it slashed on her giving her 2-3 degree burns has to go to the hospital to the burn unit wants to file a claim	Products Liability	CROCP2 - Crock-Pot Express	SCCPPC600V1	Open	12/4/2018	11/21/2018	



Sedgwick Claims Management Services, Inc.
THD P.O. Box 14451 Lexington, KY 40512-4451
Telephone 800-253-4527. Facsimile 770-901-3310

September 10, 2018

D&H Distributing Company
2525 North 7th St
Harrisburg, PA 17110
Attn: Claims Department
717-635-6987

(b)(6)

RE:	Client:	The Home Depot U.S.A., Inc.
	Store:	2108
	Customer:	(b)(6)
	Claim #:	20180897338
	Date of Loss:	08/28/2018

Dear Claims Manager:

The above referenced claimant has filed a claim with the Home Depot for injuries/damages sustained resulting from an alleged hazard arising from a service/product supplied to the Home Depot by D&H Distributing Company.

Description: The customer purchased a crock pot combo cooker and it would depressurize. When he took the lid off it burned his left hand and wrist.

SKU# 1002903774, UPC# 048894066917, MODEL #: SCCPPC600-V1, PRODUCT NAME:
EXPRESS PROGRAMMABLE MULTI-COOKER STAINLESS STEEL

Please forward this matter to the appropriate individual in your organization, and have them contact the undersigned to offer additional assistance at this time, and notify the insurer if required. In accordance with the Supplier Buying Agreement (SBA) that governs our business relationship with your client, and the insurance coverage which names The Home Depot as an additional insured, we look to and request that you communicate this information to the

appropriate insurer as may be required, and that you respond to, indemnify, and further defend The Home Depot in this matter.

I would appreciate you advising the undersigned as to your decision on how you will be handling this matter, as well as the final outcome of any investigation or adjustment process of this claim immediately.

If you have any questions concerning the enclosed, or your organization's ability to indemnify and defend The Home Depot in this claim, please contact me immediately at (800) 253-4527 Ext (b)(6)

Lastly, I ask that you further acknowledge receipt hereof by signing and immediately returning a copy of this letter to my office via facsimile to 770-901-3310. Your attention to this matter will be greatly appreciated. If I can be of further assistance, please do not hesitate to contact me.

Sincerely,

(b)(6)

Claims Examiner

(b)(6)

Claimant: (b)(6)
Address (b)(6)
Phone #: (b)(6)

ACKNOWLEDGE & AGREED TO:

SIGNATURE

DATE

PRINT NAME/TITLE

From: Williamson, Staci A.
Sent: Thursday, September 13, 2018 11:58 AM
To: (b)(6)
Cc: (b)(6)
Subject: (b)(6) v. Sunbeam Products, Inc. - Express Multi-Cooker

Dear Mr. (b)(6) – Please be advised that Home Depot advised Sunbeam Products, Inc. of your claim involving a Model #: SCCPPC600-V1 Express Multi-Cooker. Please be advised that Sunbeam Products, Inc. has assigned this matter to Goldberg Segalla LLP and I will now be responsible for this matter. I would like to schedule a convenient time to give you a call to further discuss the handling of this matter. Please advise of the best time to reach you and the best phone number. Thank you and I look forward to speaking with you.

Best regards,
Staci

Staci A. Williamson, Esq. | Partner

(b)(6)
311 South Wacker Drive Suite 2450 | Chicago, IL 60606-6627
DIRECT 312.572.8412 | Ext. 8412 | FAX 312.572.8401 | MOBILE (b)(6)
vCard | www.goldbergsegalla.com



Privileged attorney-client communication / attorney's work product. This email message and any attachments are confidential. If you are not the intended recipient, please immediately reply to the sender and delete the message from your email system.

From: (b)(6) (b)(6)
Sent: Thursday, September 13, 2018 5:07 PM
To: Williamson, Staci A.
Subject: RE: (b)(6) v. Sunbeam Products, Inc. - Express Multi-Cooker

Staci,

Attached are the pictures of my hand that you had asked for along with a picture of the receipt when we had purchased the Pressure Slow Cooker. We purchased it on 8/25/2018 and returned it on 8/26/2018. If you have any questions, please feel free to ask.

Thank You,

(b)(6)

Withheld pursuant to exemption

(b)(6)

of the Freedom of Information Act

Withheld pursuant to exemption

(b)(6)

of the Freedom of Information Act



More saving.
More doing.

(b)(6)

06917 SQ COMBO	-69.00
SUBTOTAL	-69.00
SALES TAX	-4.82
TOTAL	-\$73.82
XXXX (b)(6) HOME DEPOT	-73.82
(b)(6)	TA

IND-CUSTOMER COPY

ONLINE PICK-UP IN STORE
AVAILABLE NOW ON HOMEDEPOT.COM

Withheld pursuant to exemption

(b)(6)

of the Freedom of Information Act

More saving.
More doing.

4500 1ST AVENUE SE
CEDAR RAPIDS IA 52401
06/18 01:00 PM

(b)(6)

Not Responsive

2@5.72
048894066917 SC COMBO <A>
CROCK-POT COMBO COOKER
10051 <A>

11.44
69.00

5.99

Not Responsive

SUBTOTAL 86.43
SALES TAX 6.05
TOTAL \$92.48
HOME DEPOT 92.48
TA

XXXXXXXXXXXX
AUTH CODE

(b)(6)

(b)(6)

(b)(6)

Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

of the Freedom of Information Act

Withheld pursuant to exemption
(b)(4) ; (b)(3):CPSA Section 6(a)
of the Freedom of Information Act

Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

of the Freedom of Information Act

Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

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Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

of the Freedom of Information Act

Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

of the Freedom of Information Act

Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

of the Freedom of Information Act

Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

of the Freedom of Information Act

Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

of the Freedom of Information Act

Withheld pursuant to exemption
(b)(4) ; (b)(3):CPSA Section 6(a)
of the Freedom of Information Act

Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

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Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

of the Freedom of Information Act

Withheld pursuant to exemption

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Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

of the Freedom of Information Act



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NOT INTENDED FOR PUBLIC DISCLOSURE
UNDER FOIA OR SECTION 6(B) OF THE CPSA

Attachment T – Force to Remove Lid Under Pressure

The Cooker User Guide instructs the consumer not to use the Quick Pressure Release Method when the vessel has liquids such as soups, stocks, etc. The Natural Pressure Release Method should be used when cooking these liquid ingredients. See instruction excerpts below:

RELEASING PRESSURE AT THE END OF COOKING

- A. **Natural Pressure Release Method:** After cooking cycle is complete, let Multi-Cooker naturally release pressure through the Bobber Valve. Unit will gradually cool down on its own. Wait at least 10 minutes after cooking has completed, and then, using a kitchen utensil, flick the tab on the Steam Release Valve to the "Release" position (see Figure 4). Do not place any part of your hand or body over the steam outlet on top of the valve, as steam is very hot and can scald skin. The pressure has been released when steam is no longer escaping from the valve and the Lid opens freely with minimal force. Only then is it safe to remove the Lid and serve food.

RELEASING PRESSURE AT THE END OF COOKING (CONT.)

- B. **Quick Pressure Release Method:** Using a kitchen utensil, flick the tab on the Steam Release Valve to the "Release" setting (see Figure 4). Steam will release rapidly from the Steam Release Valve. Do not place any part of your hand or body over the steam outlet on the top of the valve, as steam is very hot and can scald skin. **Never use this method when cooking liquid ingredients such as casseroles, stocks and soups. Never use this method when cooking rice, as rice tends to be very delicate.** The pressure has been released when steam is no longer escaping from the valve and the Lid opens freely with minimal force. Only then is it safe to remove the Lid and serve food.

CAUTION:

1. Do not force the Lid to open. If it does not open easily this means that the Multi-Cooker is still under pressure.
2. During cooking, steam will build up in the Multi-Cooker, so when lifting the Lid use a kitchen glove or mitt to protect your hand.

Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

of the Freedom of Information Act

Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

of the Freedom of Information Act

Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

of the Freedom of Information Act

Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

of the Freedom of Information Act



**CONTAINS TRADE SECRET AND/OR CONFIDENTIAL
INFORMATION; NOT INTENDED FOR PUBLIC DISCLOSURE
UNDER FOIA OR SECTION 6(B) OF THE CPSA**

January 4, 2019

Sent Via E-Mail

Mr. Christopher Brown
Compliance Officer
Defect Investigations Division
U.S. Consumer Product Safety Commission
4330 East West Highway, 6th Floor
Bethesda, MD 20814

RE: Supplemental Information - Section 15(b) Full Report for Sunbeam Products Inc.
Crock-Pot® 6.0-Quart Express Crock Multi-Cooker (the "Cooker"),
CPSC File No. RP180596

Dear Mr. Brown,

Sunbeam Products Inc. ("Sunbeam") hereby submits this report in response to the Consumer Product Safety Commission's email dated December 12, 2018 requesting additional information on the Crock-Pot® 6.0-Quart Express Crock Multi-Cooker ("Cooker"). This report is being submitted in accordance with Section 15(b) of the Consumer Product Safety Act (the "CPSA" or "Act"), as provided for by 16 C.F.R. § 1115.13(d).

Sunbeam regards the information contained in this letter and its Attachments as confidential commercial information and exempt from public disclosure under both the Freedom of Information Act and Section 6(b) of the CPSA. This report is being submitted under CPSA § 15(b) and is therefore protected from release by CPSA § 6(b)(5) and 16 C.F.R. § 1115.15. Accordingly, this report has been marked confidential. Sunbeam respectfully requests that the Consumer Product Safety Commission (the "Commission") maintain the confidentiality of this information.

1. Request to resubmit Attachments J, M and O

Sunbeam resubmitted Attachments J, M and O through its file mover links on December 12, 2018.

2. Updated incident claims spreadsheet

Sunbeam previously provided, in its Section 15(b) full report, its consumer incident reports through July 31, 2018. Sunbeam has collected consumer incident reports from August 1, 2018 through December 14, 2018 related to lid detachment and lids being opened while under pressure. These are presented in the **Attachment P** spreadsheet. Thirteen (13) new incidents have been reported; 11 are shown in **Attachment P** which is an extract from our consumer services database and 2 additional incidents are presented in the claims information of **Attachment Q**.

3. Claims related documents

Sunbeam presents its claim information as of December 14, 2018 in **Attachment Q** for new claims not previously reporting in its Section 15(b) full report dated September 10, 2018.

4. All expert reports

Please see **Attachment R** for the expert report from Exponent that Sunbeam has in its possession.

5. Testing conducted by the firm

As presented in Sunbeam's Section 15(b) full report, Sunbeam has received consumer feedback that some consumers have experienced the Cooker pressurizing even though, Sunbeam believes, the lid is not in the properly locked position. As a result of the lid not being properly locked, consumers have witnessed steam escaping and in some cases the lid inadvertently detaching either with or without contact. In these incidents, Sunbeam believes the lid was secured in some orientation (other than following the LOCK/UNLOCK symbols) which could cause the lid to be wedged closed but not locked. See photos and captions below.



Sunbeam conducted testing in July 2018 to attempt to test this theory regarding the Cooker's lid detaching as reported in the consumer incidents. The testing involved setting up the Cooker with the

lid NOT properly locked as shown above (right photo). The ingredients in the cooker for this testing was chopped potatoes and water. The Cooker was run for 45 minutes. Photos and video of this testing is presented in **Attachment S**.

6. Documentation of the amount of force required to open the lid when under pressure.

See **Attachment T** for Sunbeam's documentation regarding the amount of force (torque) required to open the lid when the Cooker is under pressure.

7. Corrective actions the Firm is taking or is planning to take.

Sunbeam believes the Cooker incidents are related to consumers not correctly locking the lid and/or forcibly opening the lid after cooking before the internal pressure has been completely released as instructed in the product User Guide. While the incidents and those that have resulted in injury are concerning, the number of incidents that have been reported compared to the number of units purchased by consumers is extremely small (0.0076%) suggesting that an overwhelming number of consumers are using the product correctly and without incident. As described in greater detail in Sunbeam's Section 15(b) full report, Sunbeam has identified several areas of product enhancement that will help reduce the misuse of the Cooker.

Locking Label on Lid:

New production of the Cooker includes a label on the top of the lid that emphasizes the proper locking position of the lid. This label began implementation in mid-July 2018.

Additional Instructions:

New production of the Cooker includes an additional instruction sheet separate from the User Guide that emphasizes the proper locking position of the lid and provides additional error code troubleshooting tips. This instruction sheet began implementation in mid-July 2018.

User Guide revision:

The user guide has been revised to improve the communication about releasing pressure at the end of cooking and to include additional information about the Bobber Valve. These User Guide revisions began implementation in mid-July 2018. Sunbeam also notes that future production will include printed information on the lid identifying the Bobber Valve component.

Product changes:

Various changes have been and will be implemented on the Cooker that tighten tolerances, change dimensions and change materials and colors all aimed at making the lid properly locked and non-removeable when under pressure.

January 4, 2019

Page 4

(b)(4); (b)(3):CPSA Section 6(a)

- d. Bobber Valve color changed to RED to provide a better visual when it is still engaged (raised). This change began implementation in mid-July 2018.

(b)(4); (b)(3):CPSA Section 6(a)

- f. Enhance the Caution information printed on the lid to provide reminders about key use instructions. This change began implementation in mid-July 2018.

Website Video:

Sunbeam has prepared a video on how to properly lock the lid and has posted it on the Crock Pot Facebook page and on the Crock Pot website.

Sunbeam continues to monitor consumer feedback and believes the actions outlined above are making a positive impact on consumer complaints and incidents. Sunbeam believes the product enhancements are beginning to reduce the incidents of misuse and are helping to mitigate the consumer misuse causes of the lid detaching inadvertently and/or the lid being forcibly opened while the Cooker is still under pressure.

Please contact me if you have any questions or require further information concerning this report.

Sincerely,



Dave Galambos
Senior Regulatory Manager
Newell Brands Inc.

January 4, 2019

Page 5

cc: Sean Beckstrom, Esq. Chief Product Safety Counsel, Newell Brands



**CONTAINS TRADE SECRET AND/OR CONFIDENTIAL
INFORMATION; NOT INTENDED FOR PUBLIC DISCLOSURE
UNDER FOIA OR SECTION 6(B) OF THE CPSA**

September 10, 2018

Sent Via E-Mail

Mr. Christopher Brown
Compliance Officer
Defect Investigations Division
U.S. Consumer Product Safety Commission
4330 East West Highway, 6th Floor
Bethesda, MD 20814

RE: Section 15(b) Full Report for Sunbeam Products Inc.
Crock-Pot® 6.0-Quart Express Crock Multi-Cooker (the “Cooker”),
CPSC File No. RP180596

Dear Mr. Brown,

Sunbeam Products Inc. (“Sunbeam”) hereby submits this report in response to the Consumer Product Safety Commission’s letter dated August 23, 2018 and received on August 24, 2018 for a Section 15(b) full report on the Crock-Pot® 6.0-Quart Express Crock Multi-Cooker following Sunbeam’s submittal of an Section 15(b) initial report on August 22, 2018. This report is being submitted in accordance with Section 15(b) of the Consumer Product Safety Act (the “CPSA” or “Act”), as provided for by 16 C.F.R. § 1115.13(d).

Sunbeam regards the information contained in this letter and its Attachments as confidential commercial information and exempt from public disclosure under both the Freedom of Information Act and Section 6(b) of the CPSA. This report is being submitted under CPSA § 15(b) and is therefore protected from release by CPSA § 6(b)(5) and 16 C.F.R. § 1115.15. Accordingly, this report has been marked confidential. Sunbeam respectfully requests that the Consumer Product Safety Commission (the “Commission”) maintain the confidentiality of this information.

1. Name, Address and Title of Person Submitting Report – 16 C.F.R. § 1115.13(d)(1)

This report is submitted by:
Dave Galambos, Senior Regulatory Manager

September 10, 2018

Page 2

Newell Brands Inc.
6655 Peachtree Dunwoody Road NE
Atlanta, GA 30328
Phone: 330-283-1136
E-mail: dave.galambos@newellco.com

2. Name and Address of Manufacturer – 16 C.F.R. § 1115.13(d)(2)

The manufacturer of the Crock-Pot® 6.0-Quart Express Crock Multi-Cooker model at issue is:

JIANGMEN NANGUANG ELECTRICAL APPLIANCE
3th Shuncheng, Ind District, Hetang, Jiangmen, Guangdong, China

The Crock-Pot® 6.0-Quart Express Crock Multi-Cooker model at issue is distributed in the United States by:

Sunbeam Products Inc.
2381 NW Executive Center Drive
Boca Raton, FL 33431

3. Product Identification and Description – 16 C.F.R. § 1115.13(d)(3)

The subject product as shown in the photos below is the Crock-Pot® 6.0-Quart Express Crock Multi-Cooker model SCCPPC600 (the “Cooker”, as noted above). The Cooker is a multi-use cooker and is programmable to be used as a slow cooker, pressure cooker and steamer.




The retail price of the Crock-Pot® 6.0-Quart Express Crock Multi-Cooker is approximately \$69.99 to \$99.99.


4. Description of the Nature of the Defect, Failure to Comply, or Risk – 16 C.F.R. § 1115.13(d)(4)

Sunbeam has received consumer feedback that some consumers have experienced the Cooker pressurizing even though, Sunbeam believes, the lid is not in the properly locked position. As a result of the lid not being properly locked, consumers have witnessed steam escaping and the lid inadvertently detaching either with or without contact. Some of these incidents have resulted in injury and property damage. In these incidents, Sunbeam believes the lid was secured in some orientation (other than using the LOCK/UNLOCK symbols) which would cause the lid to be wedged closed but not locked. See photos and captions below.



Lid Properly Locked (▼ aligned with )



Lid **NOT** Properly Locked (▼ NOT aligned with  and lid crooked with gap)

To date, Sunbeam's initial investigation and preliminary conclusions indicate that if consumers experience steam escaping and the lid detaching, the product is not being used in accordance with the user instructions in the Owner's Guide and on the product for properly locking the lid before pressure cooking functionality is initiated. **Attachment A** shows the product safeguards and instructions on the product and in the Owner's Guide regarding proper lid locking. The instructions for proper lid locking are presented numerous times throughout the Owner's Guide for each specific

cooking mode and are clearly evident on the product with LOCK/UNLOCK symbols near the front control panel as shown above.

Sunbeam has not identified any product defect that would cause this type of inadvertent steam escape and lid detachment when the lid is properly locked pursuant to the instructions and labeling; the lid cannot inadvertently detach and allow hot liquid contents to escape when the lid is properly locked. Sunbeam is continuing its investigation by retrieving consumer's products and analyzing their particular use patterns.

Another set of consumer incidents have occurred when the consumer deliberately removed the lid while the product was still under pressure. Sunbeam believes in these incidents, the consumer attempted to open the lid (with the lid either properly locked or not) while the product was still under pressure, without allowing the product to cool, without completely releasing any internal pressure by the Steam Release Valve (see photo below showing Steam Release valve position to release internal steam and pressure) and without allowing the Bobber Valve to drop (which indicates that all internal pressure has been released). Until all of the internal pressure is released, the Bobber Valve will not open. The Bobber Valve is connected to the interlock feature that prevents the lid from being opened until all of the pressure is released). Sunbeam believes that consumers are releasing most of the pressure by the Steam Release Valve but then they are forcing the lid open before the contents have been allowed to cool and before the Bobber Valve drops. As noted above for improper lid locking, if the lid were not properly locked, the lid could be opened under this scenario with minimal force. However, a properly locked lid may be forced open with the Bobber Valve still engaged if excessive force is applied.



An additional factor that would contribute to the escape of hot liquid contents even if pressure is attempted to be released is if the liquid level is higher than the maximum fill line for liquid. This over-fill condition could cause hot liquid to escape. The Owner's Guide provides instructions for safely opening the lid by allowing the unit to cool and releasing any pressure at the end of cooking. The cooking pot is also physically marked with the maximum liquid fill line. The instructions for

proper fill level are presented in the Owner's Guide. Sunbeam does not believe the product contains a defect and believes these incidents are due to consumer misuse.

5. Nature of the Injury or Possible Injury Associated with the Product Defect -- 16 C.F.R. § 1115.13(d)(5)

As stated above, if the lid is not properly locked and/or the consumer opens the lid while the contents are under pressure, the Cooker could release hot contents resulting in a possible burn injury.

6. Manner and the Date in Which Information Regarding the Defect was Obtained -- 16 C.F.R. § 1115.13(d)(6)

Incident reports from consumers to Sunbeam's Consumer Call Center have alerted Sunbeam to the incidents that have been received.

7. Total Number of Products Involved -- 16 C.F.R. § 1115.13(d)(7)

Sunbeam has produced approximately 523,247 Cookers for distribution in the United States. Approximately 349,663 of those have been sold to U.S. consumers.

8. Dates When Products Were Manufactured, Imported, Distributed, and Sold at Retail -- 16 C.F.R. § 1115.13(d)(8)

Manufacturing and distribution of the Cooker described in this report began in approximately July 2017 and continues to the present.

9. Number of Products in Stream of Commerce -- 16 C.F.R. § 1115.13(d)(9)

Sunbeam believes the number of units in the stream of commerce is approximately 523,247 in the United States.

10. Explanation of Changes to Correct Defect -- 16 C.F.R. § 1115.13(d)(10)

Based on Sunbeam's investigation and analysis of consumer incident data and returned units, Sunbeam does not believe the Cooker contains any defect. Sunbeam believes the incidents are related to consumers not correctly locking the lid and/or forcibly opening the lid after cooking before the internal pressure has been completely released. While the incidents and those that have resulted in injury are concerning, the number of incidents that have been reported compared to the

number of units purchased by consumers is extremely small (0.0076%) suggesting that an overwhelming number of consumers are using the product correctly and without incident and that the product does not contain a defect. To enhance the consumer's interaction with the product, Sunbeam has identified several areas of change that will help reduce the misuse of the Cooker.

Locking Label on Lid:

New production of the Cooker includes a label on the top of the lid that emphasizes the proper locking position of the lid. This label began implementation in mid-July 2018. See **Attachment C**.

Additional Instructions:

New production of the Cooker includes an additional instruction sheet separate from the User Guide that emphasizes the proper locking position of the lid and provides additional error code troubleshooting tips. This instruction sheet began implementation in mid-July 2018. See **Attachment D**.

User Guide revision:

The user guide has been revised to improve the communication about releasing pressure at the end of cooking and to include additional information about the Bobber Valve. See pages 20 & 21 for the Sections about "Bobber Valve" and "Releasing Pressure at the End of Cooking". These User Guide revisions began implementation in mid-July 2018. See **Attachment E**. Sunbeam also notes that future production will include printed information on the lid identifying the Bobber Valve component.

Product changes:

Various changes have been and will be implemented on the Cooker that tighten tolerances, change dimensions and change materials and colors all aimed at making the lid properly locked and non-removeable when under pressure.

(b)(4); (b)(3); CPSA Section 6(a)

- d. Bobber Valve color changed to RED to provide a better visual when it is still engaged (raised). This change began implementation in mid-July 2018.

(b)(4); (b)(3); CPSA Section 6(a)

- f. Enhance the Caution information printed on the lid to provide reminders about key use instructions. This change began implementation in mid-July 2018. See **Attachment G**.

Website Video:

Sunbeam has prepared a video on how to properly lock the lid and has posted it on the Crock Pot Facebook page (See the post: <https://www.facebook.com/CrockPot/videos/545822079181528/>) This video will also be placed on the Crock Pot website in the near future. See **Attachment O** for the video clip.

Sunbeam believes the product modifications detailed above will enhance the consumer's experience with the Cooker and help to mitigate the consumer misuse causes of the lid detaching inadvertently and/or the lid being forcibly opened while the Cooker is still under pressure. Additional details about these changes can be provided upon request.

11. Information to be Provided to Retailers and Purchasers Regarding the Defect – 16 C.F.R. § 1115.13(d)(11)

At this time, Sunbeam has not contacted its retailers or consumer purchasers in the United States regarding the issues identified in this full report.

12. Details of and Schedule for Refund, Replacement or Repair Actions – 16 C.F.R. § 1115.13(d)(12)

At this time, Sunbeam is currently evaluating options to enhance the consumer's use and cooking experience in an effort to minimize or eliminate consumer misuse of the Cooker. No refund, replacement or repair actions are being considered at the present time. Please see item 10 above for Sunbeam's plans to improve the consumer's cooking experience and reducing possible consumer misuse.

13. Marketing and Distribution of Product – 16 C.F.R. § 1115.13(d)(13)

In the United States, the Cooker has been distributed to major retailers and sold on line. See response to item 14 below for a list of retailers and item 18 below for the marketing materials.

14. Names and Addresses of Distributors, Retailers, and Consumers – 16 C.F.R. § 1115.13(d)(14)

The list of U.S. retailers that Sunbeam has distributed the Cooker to is presented in **Attachment H**. Upon request, a complete list of all retailer store addresses can be provided, but is not available at this time. The consumer contact information has been provided in **Attachment B** of the initial report which is re-presented in this full report as **Attachment B Rev1** with updated incident information through August 31, 2018.

15. All documents, records, and information (including electronic mail and other electronic documents, records and information) pertaining to the reported problem or issue and comprising or relating to the following: all oral and written consumer, dealer, distributor, retailer, and other complaints and claims; all warranty and insurance claims, report, and forms; and all reports of incidents, property damage, injuries, and fatalities.

- i. Your response must include all court complaints and other documents initiating lawsuits, and all documents and records concerning the resolution of all complaints, claims, incidents, and lawsuits.**
- ii. For each telephone or other oral complaint, claim, and report identified above, include the date, contents and contact information.**
- iii. If any of the documents and records requested above are unavailable, identify them, state the reason they are unavailable, and provide a summary containing names, addresses, and telephone numbers of the consumers, dealers, distributors, and retailers, or of their attorneys, as applicable.**

There are no court complaints or lawsuits related to the Cooker and the issues discussed in this Section 15(b) full report.

The Section 15(b) initial report submitted on August 22, 2018 provided the complaint descriptions and consumer contact information for incidents received through July 2018. Sunbeam has added any complaints received in August 2018 to Sunbeam's Consumer Call Center and re-presents the incident information in **Attachment B Rev1**.

Attachment I contains the full consumer record, received at Sunbeam's Consumer Call Center, for each incident which includes photos, emails, and any voice recordings if they are available.

Attachment J contains documents related to claims with the Cooker that are maintained by Sunbeam's Legal Counsel.

The **Attachment B Rev1, I and J** files are named by including the consumer's name in the filename as an aid to correlating the files to the specific consumers.

16. A list of all countries other than the United States to which the Firm distributes or distributed the Subject Products, and the number of Subject Products shipped or distributed to each country. If the Subject Products were distributed in Canada and/or Mexico, please notify Health Canada and/or Profeco, respectively.

In addition to the United States, the Cooker has been distributed to various other countries as shown in **Attachment K**.

17. All premarket and postmarket test reports, analyses, and evaluations related to the reported problem or issue.

Sunbeam has tested the Cooker for compliance with UL 136, UL 1026 and for various internally developed test criteria. See **Attachment L** for documents relating to UL 126, UL 1026, Protection Descriptions and Qualification Matrix requirements for production certification. The Cooker is compliant for all tests identified in the **Attachment L** test plans.

18. All documents, records, and related information pertaining to the marketing, promotion, and advertisement of each model of the Subject Products.

Sunbeam markets, promotes and advertises the Cooker primarily on its website and via the product's packaging and displays at retail. **Attachment M** contains a copy of the carton packaging, the retail display materials and screen shots of the product page on the Crock Pot website. Additional materials for the Cooker are available online at www.crock-pot.com.

19. All engineering drawings, engineering changes notices, requests for engineering changes, and material specifications related to the reported problem or issue.

Drawings for the Cooker components related to the lid locking and depressurization following cooking are presented in **Attachment N**.

20. All UPC codes for all models involved.

The model number/SKU of the Cooker is SCCPPC600. The corresponding retail UPC number is 048894066917.

21. Two returned consumer samples that exhibit the best or most severe examples of the reported problem or issue.

Sunbeam has secured 2 consumer returned samples that will be shipped to the CPSC.

22. Three exemplar samples, including the retail packaging and instructions. If there is a proposed correction for the reported problem or issue, provide samples of the proposed correction with all instructions proposed to be given to consumers. If there is a cost associated with these samples, notify us prior to sending the samples.

Sunbeam will ship three exemplar samples to the CPSC in the original retail packaging which includes instructions.

23. Please provide documentation of all deaths reported to the Firm involving this product. Regardless of the defect or hazard.

There are no deaths related to the Cooker issue reported in this report.

24. Full name, address, email address, and telephone number of each foreign manufacturer.

See response to item 2.

25. The national business enterprise identification number issued to the supplier by the government of the territory in which it operates, along with the local term used for this number (e.g., Business Registration Number). Where no such number has been issued by a government, please supply a widely used commercial identification number for the foreign supplier, such as the local equivalent of a D-U-N-S number.

As of the submittal of the full 15(b) report, Sunbeam has not been able to identify the foreign supplier's D-U-N-S number.

Sunbeam will update this submission if warranted based on any new information developed in the course of its investigation of this matter.

Please contact me if you have any questions or require further information concerning this report.

September 10, 2018

Page 11

Sincerely,

A handwritten signature in blue ink that reads "Dave Galambos". The signature is written in a cursive, flowing style.

Dave Galambos
Senior Regulatory Manager
Newell Brands Inc.

cc: Sean Beckstrom, Esq. Chief Product Safety Counsel, Newell Brands

Attachment B Rev1 - Incident Data (CONFIDENTIAL)

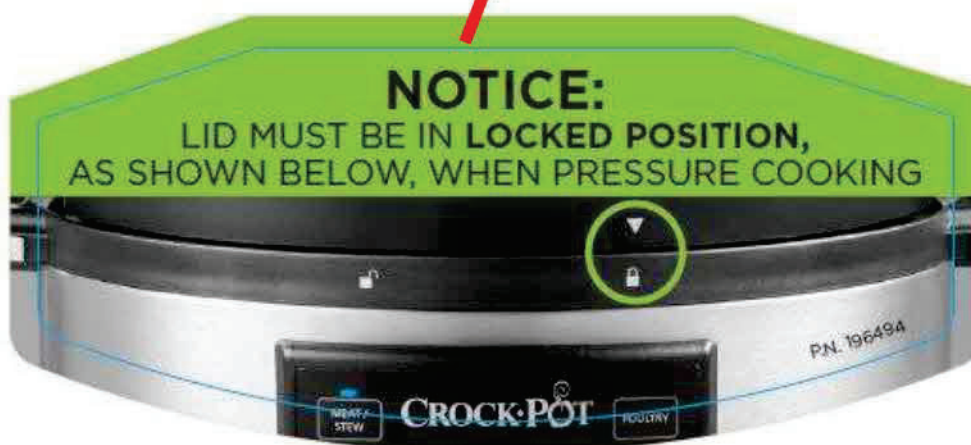
Case Number	Date/Time Opened	Account Name	Person Account: Email	Person Account: Home Phone
10544493	7/28/2018 12:08	(b)(6)		
10528581	7/21/2018 16:16			
10509387	7/13/2018 12:06			
10499084	7/9/2018 14:07			
10491013	7/5/2018 12:10			
10434038	6/8/2018 10:58			
10430024	6/6/2018 16:44			
10370312	5/10/2018 8:14			
10370198	5/10/2018 1:04			
10361905	5/6/2018 20:45			
10096673	1/23/2018 17:14			
10081807	1/18/2018 14:30			
10067355	1/14/2018 15:20			
10067038	1/14/2018 10:50			
10050673	1/9/2018 11:49			
10024109	1/2/2018 13:50			
10211472	3/5/2018 12:50			
10158977	2/13/2018 14:51			
10219855	3/7/2018 15:20			
10248916	3/19/2018 15:38			
10266281	3/26/2018 13:10			
10278950	3/30/2018 18:03			
10288380	4/3/2018 23:19			
10299592	4/9/2018 8:51			
10359199	5/4/2018 13:33			
10319331	4/17/2018 9:03			
10351555	5/1/2018 15:05			
10370312	5/10/2018 8:14			
10402001	5/24/2018 13:14			
10408504	5/29/2018 9:16			
10433736	6/8/2018 9:12			
10446439	6/14/2018 10:11			
10508011	7/12/2018 16:55			
10529705	7/23/2018 9:07			
10546244	7/30/2018 9:34			
17653289	8/6/2018 10:29			
17670451	8/7/2018 11:31			
17769272	8/15/2018 5:46			

Person Account: Other Phone	Billing Address Line 1	Shipping Address Line 1	Mailing Address Line 1	Zip/Postal
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(b)(6)

Work Phone	Product Brand	Part Number	Shipping State/Pr	Date Code Converted	Date Code
	Crock-Pot	SCCPPC600-V1	ME	11/14/2017	K318
	Crock-Pot	SCCPPC600-V1	FL	12/8/2017	K342
	Crock-Pot	SCCPPC600-V1	TN		
	Crock-Pot	SCCPPC600-V1			
	Crock-Pot	SCCPPC600-V1	MO		
	Crock-Pot	SCCPPC600-V1	KY	12/8/2017	K342
	Crock-Pot	SCCPPC600-V1	OH		
	Crock-Pot	SCCPPC600-V1	DE		
	Crock-Pot	SCCPPC600-V1			
	Crock-Pot	SCCPPC600-V1	MO		
	Crock-Pot	SCCPPC600-V1	OH	11/17/2017	K321
	Crock-Pot	SCCPPC600-V1			
	Crock-Pot	SCCPPC600-V1	IL	10/9/2017	K282
	Crock-Pot	SCCPPC600-V1	NJ	11/6/2017	K310
	Crock-Pot	SCCPPC600-V1	IL		
	Crock-Pot	SCCPPC600-V1	NJ		
	Crock-Pot	SCCPPC600-V1			
	Crock-Pot	SCCPPC600-V1	TX		
	Crock-Pot	SCCPPC600-V1	TN	12/8/2017	K342
	Crock-Pot	SCCPPC600-V1	MO	11/14/2017	K318
	Crock-Pot	SCCPPC600-V1			
	Crock-Pot	SCCPPC600-V1	NJ		
	Crock-Pot	SCCPPC600-V1	NV	1/18/2018	L018
	Crock-Pot	SCCPPC600-V1	FL	12/15/2017	K349
	Crock-Pot	SCCPPC600-V1	TX	10/26/2017	K299
	Crock-Pot	SCCPPC600-V1			
	Crock-Pot	SCCPPC600-V1	KY		
	Crock-Pot	SCCPPC600-V1	DE		
	Crock-Pot	SCCPPC600-V1	FL	12/15/2017	K349
	Crock-Pot	SCCPPC600-V1			
	Crock-Pot	SCCPPC600-V1	KS	1/30/2018	L030
	Crock-Pot	SCCPPC600-V1	TX	12/15/2017	K349
	Crock-Pot	SCCPPC600-V1	OR	11/27/2017	K331
	Crock-Pot	SCCPPC600-V1	FL	12/8/2017	K342
	Crock-Pot	SCCPPC600-V1	ME	11/14/2017	K318
	Crock-Pot	SCCPPC600-V1	CA	1/9/2018	L009
	Crock-Pot	SCCPPC600-V1	NC	1/24/2018	L024
	Crock-Pot	SCCPPC600-V1	IN		

Description	Reply Text	Category
Allegation: Cci said her express crock		Slow Cooker
Allegation: Customer in hospital Missin		Slow Cooker
Allegation: Mr. (b)(6) (b)(6) Father cal		Slow Cooker
Allegation: Please be careful when you	We apologize t	Slow Cooker
Allegation: CIR: I had set the express co		Slow Cooker
Allegation: cci stated that express crock		Slow Cooker
Allegation: cci said she slow cooker fun		Slow Cooker
Allegation: Yes I received as a house wa		Slow Cooker
Allegation: Hi im not sure how to go		Slow Cooker
Allegation: - When this happened I was		Slow Cooker
Allegation: Doing a stew. Locked down		Slow Cooker
Allegation: I was provided a number fo	We are so sorry	Slow Cooker
Allegation: While cooking soup using th		Slow Cooker
Allegation: I got this as a gift and this u		Slow Cooker
Allegation: Cci stating that last night at		Slow Cooker
Allegation: I got the 8 in 1 crock pot co	Hello (b)(6) this	Slow Cooker
**ESCALATED ISSUE		Slow Cooker
Allegation:I loved it until last night afte	Hi (b)(6) this is C	Slow Cooker
03/07/2018		Slow Cooker
03/19/2018 - CONS TRANSFERRED DUE		Slow Cooker
Allegation: cci w/ complaint she heard		Slow Cooker
Allegation: I have the crock pot express		Slow Cooker
Allegation: We just used our new crock		Slow Cooker
Allegation: cci stated wife k349 jn		Slow Cooker
CONSUMER'S EMAIL-Thank you for		Slow Cooker
RECEIVED EMAIL FROM CONS; Allegatio		Slow Cooker
05/01/2018		Slow Cooker
Allegation: Yes I received as a house wa		Slow Cooker
05/24/2018		Slow Cooker
05/29/2018 CONSUMER'S INFORMATIO		Slow Cooker
RECEIVED VM FROM CONS		Slow Cooker
CONS EMAILED: I bought a pressure co		Slow Cooker
CONS EMAILED on 07/07/2018: can yo		Slow Cooker
07/23/2018		Slow Cooker
RECEIVED NEW CLAIM FROM AGENT		Slow Cooker
TRANSFER; CONS LEFT VM ON		Slow Cooker
Customer is calling because after 30-		Slow Cooker
cci during cooking the lid popped		Slow Cooker
I was cooking steak and potato soup,		Slow Cooker



CROCK·POT®

EXPRESS CROCK

MULTI-COOKER

Congratulations on receiving your new Crock-Pot® Express Crock Multi-Cooker!

To keep you as happy and informed about your Express Crock as possible, we have added some additional helpful hints & tips below to guide you through the pressure cooking process.

A NOTE ABOUT PRESSURE COOKING

Pressure cookers generate steam in order to build pressure. Liquid is needed to create steam. So in order for your Express Crock to build enough pressure to cook your meal, there needs to be enough liquid in the pot to boil and generate steam. One cup – or 8 oz – of liquid (it can be water, chicken broth, etc.) is usually enough liquid to successfully build pressure. Foods that expand during cooking (e.g., rice, beans, dried vegetables, potatoes, carrots, etc.) should never go above the 1/2 mark in the Cooking Pot. If your recipe is too thick or doesn't have enough liquid in it, then you will receive an E6 Notification Code during the cooking cycle (more on this below). The amount of time the Multi-Cooker takes to gain pressure varies according to humidity and water temperature, but average pressurization time is 13-15 minutes.

Note: Do not use the Quick Pressure Release Method when cooking foods with high liquid content, like soup, stew, etc. For these, please use the Natural Release Method, waiting at least 10 minutes after cooking is complete to rotate the Steam Release Valve.

Using a “Manual” Setting While Pressure Cooking:

Although none of the buttons on Express Crock are labeled as “Manual” pressure, it is very easy to do. If you have a pressure recipe that requires a manual setting – or if you simply want to pressure cook using your own pressure setting and cook time – then select BEANS/CHILI and adjust the pressure and cook time as desired.



All About “E” Notification Codes and How to Resolve Them:

Your Express Crock has been designed to help you achieve just the right results for every meal. If the Express Crock notices that something in the recipe or cooking cycle needs to be optimized at any point, it will stop cooking and give you an “E” Notification Code on the display screen. These “E” Notification Codes are very easy to resolve, and ensure that your meal gets cooked to perfection.

- **E5 NOTIFICATION CODE** – This code appears when either the lid or Steam Release Valve is being used incorrectly for a non-pressure cook setting. Please note that the lid should never be used when using the Brown/Sauté setting. When using the lid during the Slow Cook or Yogurt settings, the Steam Release Valve must be turned to the open or “Release” position. If you receive the E5 Notification during any of these situations, then simply remove the lid while using Brown/Sauté, or correctly position Steam Release Valve to “Release” while using Slow Cooking or Yogurt, and then unplug the unit for at least 5 seconds, re-plug it in and re-program your cook settings to begin cooking.
- **E6 NOTIFICATION CODE** – If you receive this code while cooking, it means that the Express Crock was unable to generate enough steam to pressurize completely. To resolve, follow the steps below:
 1. Make sure that the Steam Release Valve is turned to the closed or “Seal” position. If it was not in the correct position, then rotate it to the correct position and jump to step 3 below.
 2. If the Steam Release Valve was in the correct position, then turn it to the “Release” position and wait for the unit to de-pressurize. Then remove the lid and look underneath it to make sure the Sealing Gasket (large rubber ring) is properly secured to the underside of the lid.
 3. Add another cup of liquid (water, broth, etc.) to the cooking pot, stir your ingredients, and reattach the lid, making sure the Steam Release Valve is in the “Seal” position.
 4. Unplug the unit for at least 5 seconds, and then re-plug it in and re-program your cook settings to begin cooking.

AND FINALLY, THIS HANDY CHART BELOW WILL HELP YOU DETERMINE HOW TO USE THE LID AND STEAM RELEASE VALVE CORRECTLY FOR ALL OF THE EXPRESS CROCK COOK SETTINGS:

FUNCTION	PRESSURE COOK	LID REQUIRED	STEAM RELEASE VALVE POSITION
MEAT/STEW	Yes	Yes	Seal
BEANS/CHILI	Yes	Yes	Seal
RICE/RISOTTO	Yes	Yes	Seal
YOGURT	No	Yes (in some steps)	Release
POULTRY	Yes	Yes	Seal
DESSERT	Yes	Yes	Seal
SOUP	Yes	Yes	Seal
MULTIGRAIN	Yes	Yes	Seal
SLOW COOK	No	Yes	Release
BROWN/SAUTÉ	No	No	Do Not Use Lid
STEAM	Yes	Yes	Seal



Release Seal

Note: Optional Glass Lid accessory may be used for any NON-pressure functions.

SERVICE INSTRUCTIONS

1. This Multi-Cooker has no user serviceable parts. Do NOT attempt to repair or adjust any electrical or mechanical functions on this Multi-Cooker. Doing so may cause injuries and void the warranty. Any servicing beyond that described in the CARE AND CLEANING section should be performed by an Authorized Service Representative only. See Warranty Section.
2. If you need to exchange the Multi-Cooker, please return it in its original carton, with a sales receipt, to the store where you purchased it. If you are returning the Multi-Cooker more than 30 days after the date of purchase, please see the enclosed Warranty.
3. If you have any questions or comments regarding this Multi-Cooker's operation or believe any repair is necessary, please call our Consumer Service Department at 1-800-323-9519 or visit our website at www.crockpot.com.

1 YEAR LIMITED WARRANTY

Sunbeam Products, Inc. or if in Canada, Sunbeam Corporation (Canada) warrants that for a period of one year from the date of purchase, this product will be free from defects in material and workmanship. Sunbeam, at its option, will repair or replace this product or any component of the product found to be defective during the warranty period. Replacement will be made with a new or remanufactured product or component. If the product is no longer available, replacement will be made with a similar product of equal or greater value. This is your exclusive warranty. Do NOT attempt to repair or adjust any electrical or mechanical functions on this product. Doing so will void this warranty. This warranty is valid for the original retail purchaser from the date of initial retail purchase and is not transferable. Keep the original sales receipt. Proof of purchase is required to obtain warranty performance. Sunbeam dealers, service centers, or retail stores selling Sunbeam products do not have the right to alter, modify or any way change the terms and conditions of this warranty.

This warranty does not cover normal wear or damage resulting from any of the following: negligent use or misuse of the product, use on improper voltage or current, use contrary to the operating instructions, disassembly, repair or alteration by anyone other than Sunbeam or an authorized Sunbeam service center. Further, the warranty does not cover: Acts of God, such as fire, flood, hurricanes and tornadoes.

What are the limits on Sunbeam's Liability?

Sunbeam shall not be liable for any incidental or consequential damages caused by the breach of any express, implied or statutory warranty or condition. Except to the extent prohibited by applicable law, any implied warranty or condition of merchantability or fitness for a particular purpose is limited in duration to the duration of the above warranty.

Sunbeam disclaims all other warranties, conditions or representations, express, implied, statutory or otherwise. Sunbeam shall not be liable for any damages of any kind resulting from the purchase, use or misuse of, or inability to use the product including incidental, special, consequential or similar damages or loss of profits, or for any breach of contract, fundamental or otherwise, or for any claim brought against purchaser by any other party.

Some provinces, states or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from province to province, state to state or jurisdiction to jurisdiction.

How To Obtain Warranty Service

In the U.S.A.
If you have any question regarding this warranty or would like to obtain warranty service, please call 1-800-323-9519 and a convenient service center address will be provided to you.

In Canada
If you have any question regarding this warranty or would like to obtain warranty service, please call 1-800-323-9519 and a convenient service center address will be provided to you.

In the U.S.A., this warranty is offered by Sunbeam Products, Inc. Boca Raton, Florida 33431. In Canada, this warranty is offered by Sunbeam Corporation (Canada) Limited located at 208 Hereford Street, Brampton, Ontario L6Y 0M1. If you have any other problem or claim in connection with this product, please write to Consumer Service Department.

PLEASE DO NOT RETURN THIS PRODUCT TO ANY OF THESE ADDRESSES OR TO THE PLACE OF PURCHASE.

To register your product, please visit us online at www.crockpot.com.

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193013 Rev.C
CSH-SL0218-CRP186474



6Qt Express Crock Multi-Cooker


Owner's Manual

Read and Keep These Instructions

www.crockpot.com

IMPORTANT SAFEGUARDS

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and/or injury to persons including the following:

1. Read all instructions before using this product.
2. This appliance cooks under pressure when using pressure cooking functions. Improper use may result in scalding injury. Make certain unit is properly closed before operating. See Operating Instructions.
3. This appliance generates heat during use. Do not touch hot surfaces. Use handles or knobs.
4. Do not fill the unit over maximum fill line at 2/3 full. When cooking foods that expand during cooking such as rice, beans, potatoes or dried vegetables, do not fill the unit beyond the recommended level at 1/2 full. Over filling may cause a risk of clogging the valves and developing excess pressure. Follow all cooking and recipe instructions.
5. Always check the pressure release devices for clogging before use. Clean as necessary.
6. Place the Multi-Cooker so that the Steam Release Valve is positioned away from the body.
7.  Never place any part of the body, including face, hands, and arms over the Steam Release Valve. Steam can result in serious burns.
8. Do not operate the Multi-Cooker without food or liquid in the Cooking Pot.

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9. To prevent risk of injury due to excessive pressure, replace Lid Sealing Gasket only as recommended by the manufacturer. See Care and Cleaning instructions.

10. Do not use the Lid to carry the Multi-Cooker.

11. Do not move or cover the Multi-Cooker while it is in operation.

12. After pressure cooking, do not open the Multi-Cooker until the unit has cooled, all internal pressure has been released, and the Bobber Valve has dropped completely. If the Lid is difficult to remove, this indicates that the cooker is still pressurized - do not force it open. Any pressure in the cooker can be hazardous. See Releasing Pressure Instructions.

13. Be careful when lifting and removing Lid after cooking. Always tilt the Lid away from you as steam is hot and can result in serious burns. Never place face over the Multi-Cooker.

14. Do not use this pressure cooker for pressure frying with oil.

15. To protect against electric shock, do not place or immerse cord, plugs, or appliance in water or other liquid.

16. Do not use the Cooking Pot for food storage or place in the freezer.

17. To prevent damage to the Multi-Cooker do not use alkaline cleaning agents when cleaning. Use a soft cloth and a mild detergent.

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18. This appliance is **NOT** to be used by children or by persons with reduced physical, sensory, or mental capabilities.

19. Close supervision is necessary when any appliance is used near children. Children should not play with the appliance.

20. Always plug Power Cord fully into Multi-Cooker first, then plug cord into the wall outlet.

21. Unplug from outlet when not in use, before putting on or taking off parts and before cleaning. Allow to cool before putting on or taking off parts, and before cleaning. To disconnect, ensure that the Multi-Cooker is OFF, then unplug Power Cord from outlet. Do not disconnect by pulling on cord.

22. Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, or has been damaged in any manner. Do not attempt to replace or splice a damaged cord. Return appliance to the manufacturer (see warranty) for examination, repair or adjustment.

23. Do not let Power Cord hang over edge of table or counter or come into contact with hot surfaces.

24. Extreme caution must be used when moving an appliance containing hot liquids.

25. The use of accessory attachments not recommended by the appliance manufacturer may cause injuries.

26. Do not use outdoors or for commercial purposes.

27. Do not place on or near wet surfaces, or heat sources such as a hot gas or electric burner, or in a heated oven.

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28. Do not use appliance for other than intended use. Misuse can cause injuries. This appliance is not intended for deep frying foods.

29. **CAUTION:** To protect against electrical shock and product damage, do not cook directly in the Heating Base. Cook only in the removable Cooking Pot provided.

30. **WARNING:** Spilled food can cause serious burns. Keep appliance and cord away from children. Never drape cord over edge of counter, never use outlet below counter, and never use with an extension cord.

31. Do not plug in or turn on the Multi-Cooker without having the Cooking Pot inside the Multi-Cooker.

32. Intended for household countertop use only. Keep 6 inches (15.2 cm) clear from the wall and on all sides. Always use appliance on a dry, stable, level surface.

33. Be aware that certain foods, such as applesauce, cranberries, pearl barley, oatmeal or other cereals, split peas, noodles, macaroni, rhubarb, or spaghetti can foam, froth, and sputter, and clog the pressure release device (Steam Release Valve). Recipes using these items must be followed carefully to avoid problems.

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SAVE THESE INSTRUCTIONS HOUSEHOLD USE ONLY

NORTH AMERICAN MODELS WITH POLARIZED PLUGS:

POLARIZED PLUG



This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit into a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to modify the plug in any way. If the plug fits loosely into the AC outlet or if the AC outlet feels warm do not use that outlet.

POWER CORD INSTRUCTIONS:

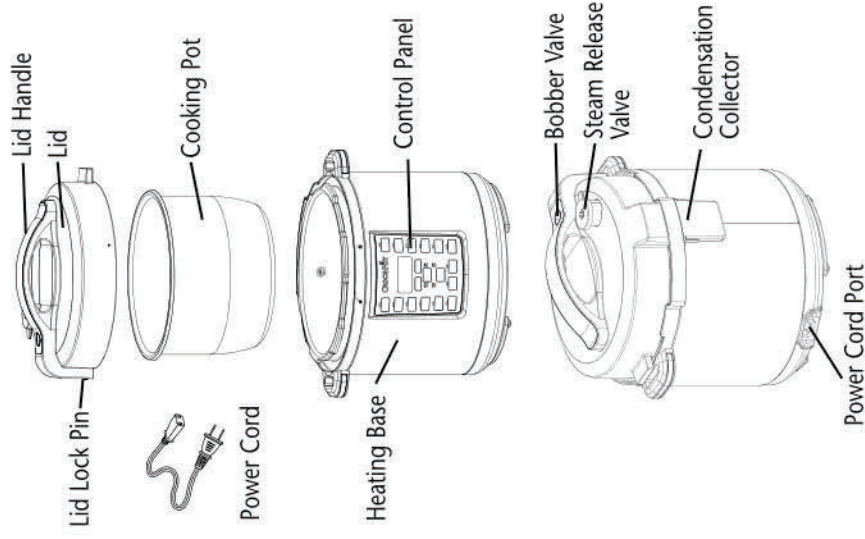
A short Power Cord is used to reduce the risk resulting from it being grabbed by children, becoming entangled in, or tripping over a longer cord.

NOTICES:

1. Some countertop and table surfaces are not designed to withstand the prolonged heat generated by certain appliances. Do not set the heated Multi-Cooker on a finished wood table. We recommend placing a hot pad or trivet under your Multi-Cooker to prevent possible damage to the surface.
2. During initial use of this appliance, some slight smoke and/or odor may be detected. This is normal with many heating appliances and will not recur after a few uses.
3. Please use caution when placing your Cooking Pot on a ceramic or smooth glass cook top stove, countertop, table or other surface. It may scratch some surfaces if caution is not used. Always place heat resistant protective padding under the Cooking Pot before setting on a table, countertop or other surface.

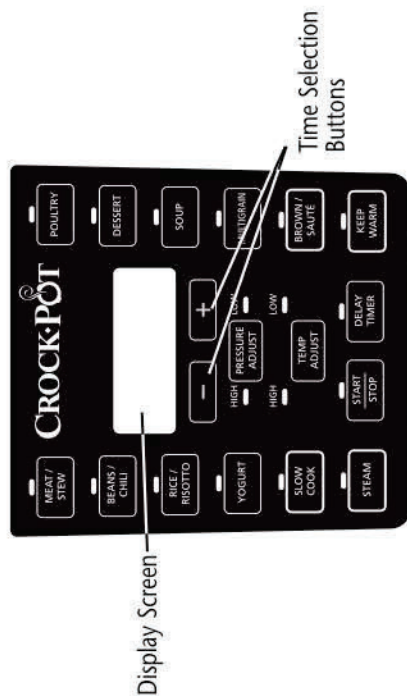
CROCK-POT® EXPRESS CROCK MULTI-COOKER COMPONENTS

Figure 1

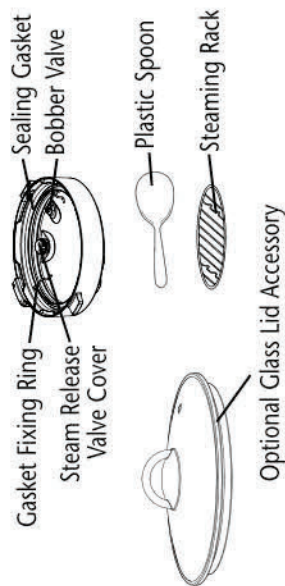


CROCK-POT® EXPRESS CROCK MULTI-COOKER COMPONENTS

CONTROL PANEL



UNDERSIDE OF LID



HOW TO USE YOUR EXPRESS CROCK MULTI-COOKER

Getting started:

Remove all packaging, paper, and cardboard (including any located between the Cooking Pot and Heating Base). Read and save the literature and be sure to read the service and warranty information.

Visit the Crock-Pot® website at www.crockpot.com for additional information, hints, tips and recipes or call 1-800-323-9519.

Assembly:

- Place Cooking Pot into the Heating Base
- Place Lid upon Multi-Cooker and align ▼ with ▲. To lock, twist counterclockwise, aligning ▼ with ▲. To unlock, twist Lid clockwise and align ▼ with ▲.

Open Lid

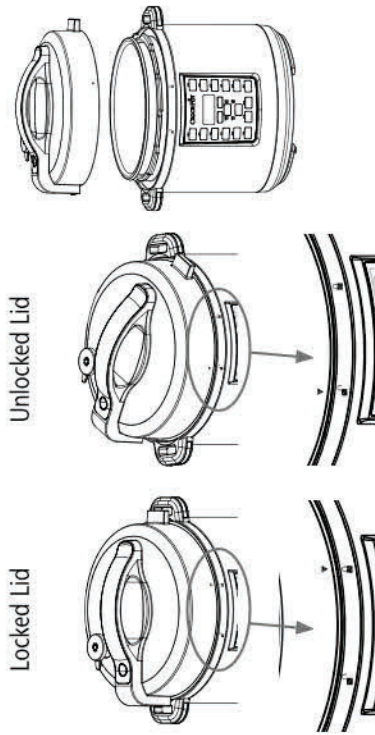


Figure 2

A NOTE ABOUT PRESSURE COOKING

Pressure cookers generate steam in order to build pressure. Liquid is needed to create steam. So in order for your Express Crock to build enough pressure to cook your meal, there needs to be enough liquid in the pot to boil and generate steam. One cup – or 8 oz – of liquid (it can be water, chicken broth, etc.) is usually enough liquid to successfully build pressure. If your recipe is too thick or doesn't have enough liquid in it, then you will receive an E6 Notification Code during the cooking cycle.

GETTING TO KNOW YOUR EXPRESS CROCK

1. Remove the Lid by turning clockwise to unlock, aligning ▼ with ■. Remove the Sealing Gasket from the Lid and wash the gasket and the Lid in warm soapy water. Dry the Sealing Gasket and Lid thoroughly before reattaching the Sealing Gasket to the Lid. Ensure the Sealing Gasket is smoothly and securely in place in the gasket holder. If the Sealing Gasket is not in the correct position the Lid will not be able to form a seal and will not be able to gain pressure.
2. Remove the Cooking Pot and the Condensation Collector and wash in warm, soapy water. Dry thoroughly before replacing back in the Multi-Cooker.

The Express Crock Multi-Cooker has been designed with safety in mind and has various safety measures.

1. Pressure will not build if the Lid is not shut correctly and has not sealed.
2. Ensure Lid is in the completely locked position and the ▼ is aligned with ■.
3. Pressure will not build if the Steam Release Valve has not been switched to the Seal position.
4. Over filling may cause a risk of clogging the valves and developing excess pressure.
5. The gasket and the valves can be removed for cleaning. (See pages 33-35).

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GETTING TO KNOW YOUR EXPRESS CROCK (CONT.)

6. Once the pressure increases, the Lid should not be opened. Safety sensors ensure the pressure remains within the set range. Never force the Lid open.
7. The Steam Release Valve has an extended finger tab, designed to keep the hand away from the top of the valve. Always use a kitchen utensil when operating this tab. See **RELEASING PRESSURE** Instructions on pages 20-21. Steam Release Valve is designed to be loose-fitting for proper operation.
8. The pressure cooking functions require liquid to work. If the inside of the Cooking Pot does not have enough liquid, a notification will appear on the Display Screen. See **NOTIFICATION CODES** chart on pages 39-41.
9. At the end of cooking, the Lid should not be unlocked until all the pressure is released and the "Bobber Valve" has completely dropped. This can be done using the Natural Pressure Release Method or Quick Pressure Release Method, explained on pages 20-21.
10. The Time Selection Buttons (+ and -) are used to set the cooking time. To advance slowly, simply press the + or - button and release. To advance quickly, press and hold the + or - button. If you have passed the desired time, simply press the opposite arrow button to return to the desired time.

NOTE: The timer can be selected for all programs and can be changed at any time during cooking by pressing **START/STOP** and selecting a new function.

11. The **PRESSURE ADJUST** button is used to select desired cooking pressure (HIGH or LOW). Each pre-set cooking setting automatically selects the optimum pressure for that selection, but it can be manually selected with this button (see the Cooking Guide on page 25 for available adjustments).

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GETTING TO KNOW YOUR EXPRESS CROCK (CONT.)

12. The **TEMP ADJUST** button is used to select desired temperature (HIGH or LOW). The temperature may only be adjusted on the **SLOW COOK**, **YOGURT**, and **BROWN/SAUTÉ** functions (see the Cooking Guide on page 25 for available adjustments).
13. The **START/STOP** button starts and stops a cooking function. It must be pressed to change from one cooking function to another after cooking has begun.
14. The Display Screen shows how much longer the food needs to cook from the selected time in hours and minutes once the Multi-Cooker is preheated. While the Multi-Cooker is preheating, the display screen will show, "HEAT".

GETTING STARTED

(NOTE: The Multi-Cooker beeps as each button is pressed.)

1. Add desired ingredients to Cooking Pot. Place Lid on top of Multi-Cooker and align ▼ with ■. To lock, twist counterclockwise, aligning ▼ with ■.
2. Plug provided Power Cord into the Power Cord Port of the Multi-Cooker.
3. Plug other end of the Power Cord into a wall power outlet.
4. Select the cooking function you would like to use.
5. The **START/STOP** button and the time on the screen will flash.
6. Select the desired cook time by using the + and - buttons. Select the desired temperature using the **TEMP ADJUST** button (if applicable). Select the desired pressure using the **PRESSURE ADJUST** button. (Please refer to the Cooking Guide chart on page 25 for time and temperature recommendations.)
7. Press the **START/STOP** button. For pressure cooking functions, the word "HEAT" will appear on the Display

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GETTING STARTED (CONT.)

Screen during preheating time. Once the Multi-Cooker is preheated, the selected cooking time will appear on Display Screen.

Note: For pressure cooking functions, 13-15 minutes is the approximate average preheat time. If food content is larger or very cold, preheat time may take slightly longer.

8. This Multi-Cooker allows you to delay the start of your cooking so that cooking finishes when you need it. See page 14 for instructions on the **DELAY TIMER** function.
9. After the set cooking time has elapsed, the Multi-Cooker will beep again and will automatically switch to the **KEEP WARM** setting. The Display Screen will then change from the cook time to a new timer that will count up to 4:00 (4 hours) or until you press the **START/STOP** button. After 4 hours in the **KEEP WARM** setting, the Multi-Cooker will turn off.
10. To end a cooking function at any time, press the **START/STOP** button.
11. When finished, unplug the Multi-Cooker and wait for it to cool completely before attempting to clean.

CAUTION: The Cooking Pot and Heating Base will get very hot while using this Multi-Cooker. Do not touch hot surfaces. Always use pot holders or oven-mitts when using this Multi-Cooker. Always lift the Lid by tilting away from you to avoid the steam.

USING A "MANUAL" SETTING WHILE PRESSURE COOKING

Although none of the buttons on Express Crock are labeled as "Manual" pressure, it is very easy to do. If you have a pressure recipe that requires a manual setting – or if you simply want to pressure cook using your own pressure setting and cook time – then select **BEANS/CHILI** and adjust the pressure and cook time as desired.

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HOW TO USE THE TIME DELAY

This Multi-Cooker allows you to delay the start of your cooking so that cooking finishes when you need it.

Note: The **DELAY TIMER** function is not available on the **BROWN/SAUTÉ, KEEP WARM, or YOGURT** settings.

Note: Do not use the **DELAY TIMER** function when the recipe has perishable ingredients such as meat, fish, eggs, or dairy, as these may spoil.

1. Adjust the Multi-Cooker settings using the instructions on pages 17-32.
2. After setting the cooking time, press the **DELAY TIMER** button. The **DELAY TIMER** and **START/STOP** buttons will flash, and "0:30" will flash on the Display Screen, to indicate the Multi-Cooker is being programmed on the delay setting.
3. Press the + and - buttons until you reach the number of hours and minutes you want the cooking process to be delayed (i.e., set the amount of time you wish to delay the cooking cycle). The maximum delay is 4 hours (4:00).
4. Press **START/STOP** button to begin the delay feature.

The timer and **DELAY TIMER** button will stop flashing, while the **START/STOP** button will continue flashing. This will indicate that the Multi-Cooker has been set on the **DELAY TIMER** setting. The Display Screen will countdown the delay time until 0:00 is reached. When 0:00 is reached, the **DELAY TIMER** light will turn off and the **START/STOP** light will stop flashing to show that time delay has finished. The word "HEAT" will appear on the display screen until the Multi-Cooker is fully pressurized. When the selected pressure has been reached, the timer will start counting down.

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HOW TO USE THE TIME DELAY (CONT.)

Example:

It's 4pm and you want to have a soup cooked and ready in 2 hours' time for dinner at 6pm. You want to set the machine now so you are free to do other things.

The pre-set function (if unchanged) will cook for 30 minutes at HIGH pressure. Time to gain pressure varies according to humidity and water temperature, but let's assume it takes 15 minutes to gain pressure. Therefore total time is 45 minutes. To have the soup ready by 6pm, you will need to delay the start of your cooking by approximately 1 hour and 15 minutes.

1. Press **SOUP**
2. The Display Screen will flash "0:30"
3. Press the **DELAY TIMER** button and set for "1:15"
4. Press **START/STOP**

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COOKING POT MARKINGS



Figure 3

Inside the removable Cooking Pot are markings to guide the fill level of the Cooking Pot. The word MAX indicates the maximum fill line.

The 1/3, 1/2, and 2/3 markings are handy guides to use in your recipes.

CAUTION: Never load the Cooking Pot above the maximum ingredient level line marked MAX on the inside of the Cooking Pot.

Foods that expand during cooking (e.g., rice, beans, dried vegetables, potatoes, carrots, etc.) should never go above the 1/2 mark.

Note: The Multi-Cooker cannot pressure cook without liquid. Ensure a minimum of 8oz of liquid is used inside the removable Cooking Pot.

PRESSURE COOKING

Pressure cooking is an ideal way to create quick, flavorful meals. Pressure cooking is a method of cooking food in liquid (water, stock, wine, etc.) in a sealed Cooking Pot. The sealed Multi-Cooker retains steam and builds pressure, raising the temperature of the liquid inside the pot above boiling point. The increased temperature of the liquid and the steam results in reduced cooking times.

HIGH Pressure Setting is 6.5 - 10 PSI (45 - 70 kPa). It is suitable for a wide range of foods.

LOW Pressure Setting is 3.3 - 6.5 PSI (23 - 45 kPa). It is more suited to delicate foods like chicken fillet, fish and some vegetables.

KEEP WARM Setting: When cooking time is completed, the Multi-Cooker automatically switches to the **KEEP WARM** setting to prevent overcooking and to keep your cooked food warm until serving - perfect for busy families, those on the run and those who need flexible meal times. This setting is not hot enough to cook and should only be used to keep warm, cooked food for serving.

Ideal Meals to Pressure Cook: Soups, stocks, casseroles, sauces (e.g., pasta sauces), meat, rice, firm vegetables (beetroot, potatoes) and desserts (e.g., pudding).

Capacity: Never fill the Cooking Pot above the MAX line. Foods that expand during cooking should never go above the 1/2 mark. The Multi-Cooker cannot pressure cook without liquid. Ensure a minimum of 8oz of liquid is used inside the removable Cooking Pot.

CAUTION: Never use the Quick Pressure Release Method when cooking foods high in liquid content, such as casseroles, stocks and soups. See **RELEASING PRESSURE** instructions on pages 20-21.

USING THE PRESSURE COOKING FUNCTIONS

Place the Multi-Cooker on a flat, level surface.

Place Cooking Pot inside Heating Base. Plug the Multi-Cooker into a wall outlet. The Multi-Cooker will beep, and the Display Screen will illuminate with four dashes (----).

1. Place your food and liquid inside the removable Cooking Pot.
2. Place the Lid onto the Multi-Cooker and align ▼ with ■. To lock, rotate counterclockwise to the **LOCKED** position.
3. Using the finger tab, rotate the Steam Release Valve to the "Seal" position.
4. Select the desired cooking function
5. Adjust the cooking time and pressure if necessary.
Note: See the Cooking Guide on page 25 to find the possible time and pressure adjustments
6. Once you have made the desired adjustments, if any, press **START/STOP**.
7. The Multi-Cooker needs to gain pressure before pressure cooking can begin. When the Multi-Cooker is gaining pressure, "HEAT" will appear on the Display Screen and the time will not count down. The amount of time the Multi-Cooker takes to gain pressure varies according to humidity and water temperature, but average pressurization time is 13-15 minutes. When pressure has been reached, "HEAT" will disappear on the Display Screen, and the time will begin to count down.

8. After the set cooking time has elapsed, the Multi-Cooker will beep and will automatically switch to the **KEEP WARM** setting. The Display Screen will therefore change from the cook time to a new timer that will count up to 4:00 (4 hours) or until you press the **START/STOP** button. After 4 hours in the **KEEP WARM** setting, the Multi-Cooker will go into stand-by mode, and the Display Screen will illuminate with four dashes (----).

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USING THE PRESSURE COOKER FUNCTIONS (CONT.)

TIP:

1. The pressure cooking settings are in the Cooking Guide table on page 25.
2. If the lid is not shut correctly or if the Steam Release Valve is not in the "Seal" position, the Multi-Cooker cannot gain pressure and a NOTIFICATION message will appear in the Display Screen. Ensure that the Sealing Gasket is placed evenly in the lid. See the NOTIFICATION CODES chart on pages 39-41.
3. It is common for some steam to release through the Bobber Valve during the cooking cycle. This is part of normal operation of the unit.

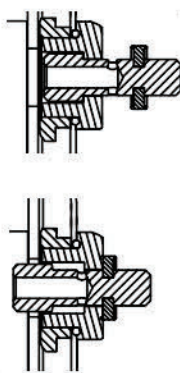
Note: The Multi-Cooker cannot pressure cook without liquid. Ensure a minimum of 8oz of liquid is used inside the removable Cooking Pot.

CAUTION: During cooking, steam will build up in the Multi-Cooker, so when lifting the Lid use a kitchen glove or mitt to protect your hand.

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BOBBER VALVE

When Bobber Valve is in the "Up" position, DO NOT attempt to open the Lid, as the Multi-Cooker is still under pressure. When the Bobber Valve is in the "DOWN" position, the pressure has released. (See figure 4)



"Up" Position
Pressurized

"DOWN" Position
Not Pressurized

Figure 4

RELEASING PRESSURE AT THE END OF COOKING

A. Natural Pressure Release Method: After cooking cycle is complete, let Multi-Cooker naturally release pressure through the Bobber Valve. Unit will gradually cool down on its own. Wait at least 10 minutes after cooking has completed, and then, using a kitchen utensil, flick the tab on the Steam Release Valve to the "Release" position (see Figure 5). Do not place any part of your hand or body over the steam outlet on top of the valve, as steam is very hot and can scald skin. The pressure has been released when steam is no longer escaping, the Bobber Valve has dropped completely, and the Lid opens freely with minimal force. Never force the Lid open.

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RELEASING PRESSURE AT THE END OF COOKING (CONT.)

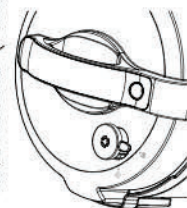
B. Quick Pressure Release Method: Using a kitchen utensil, flick the tab on the Steam Release Valve to the "Release" setting (see Figure 5). Steam will release rapidly from the Steam Release Valve. Do not place any part of your hand or body over the steam outlet on the top of the valve, as steam is very hot and can scald skin.

CAUTION: Never use this method when cooking foods high in liquid content such as casseroles, beans, stews, stocks and soups. Never use this method when cooking rice, as rice tends to be very delicate. The pressure has been released when steam is no longer escaping, the Bobber Valve has dropped completely, and the Lid opens freely with minimal force. This can take up to 10-20 minutes. Never force the Lid open.

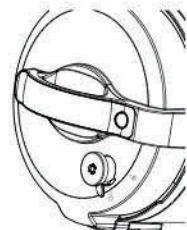
CAUTION:

1. Do not force the Lid to open. If the Bobber Valve has not dropped completely and the lid does not open easily this means that the Multi-Cooker is still under pressure.
2. During cooking, steam will build up in the Multi-Cooker, so when lifting the Lid use a kitchen glove or mitt to protect your hand.
3. To avoid suction when removing or securing the Lid, turn the Steam Release Valve to the "Release" (open) position.

Pressure Release Valve
Valve CLOSED ("Seal")



Valve OPEN ("Release")



Valve REMOVE

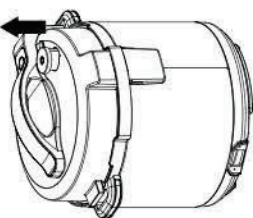


Figure 5

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USING THE LID AND STEAM RELEASE VALVE

FUNCTION	PRESSURE COOK	LID REQUIRED	STEAM RELEASE VALVE POSITION
MEAT/STEW	Yes	Yes	Seal
BEANS/CHILI	Yes	Yes	Seal
RICE/RISOTTO	Yes	Yes	Seal
YOGURT	No	Yes (in some steps)	Release
POULTRY	Yes	Yes	Seal
DESSERT	Yes	Yes	Seal
SOUP	Yes	Yes	Seal
MULTIGRAIN	Yes	Yes	Seal
SLOW COOK	No	Yes	Release
BROWN/SAUTÉ	No	No	Do Not Use Lid
STEAM	Yes	Yes	Seal

USING THE GLASS LID

The optional Glass Lid accessory can be used instead of the standard Express Crock Lid on all non-pressure cooking functions, such as **SLOW COOK**, **BROWN/SAUTÉ**, **YOGURT**, and **KEEP WARM**.

SLOW COOKING

LOW Setting: This is suitable for simmering and slow cooking. Recommended cooking time in LOW is for 8 or more hours.

HIGH Setting: This is for faster cooking. Recommended cooking times in HIGH are from 4 to 6 hours.

KEEP WARM Setting: When cooking time is completed, the Multi-Cooker automatically switches to the **KEEP WARM** setting to prevent overcooking and to keep your cooked food warm until serving - perfect for busy families, those on the run and those who need flexible meal times. This setting is not hot enough to cook and should only be used to keep hot, cooked food warm for serving.

Note: When slow cooking, the ideal fill level for your ingredients is between the 1/2 and 2/3 marks. Never fill the Cooking Pot above the MAX line.

USING THE SLOW COOK FUNCTION

The **SLOW COOK** function does not use pressure in the cooking process, but some pressure can build inside the unit during cooking. When using this function, ensure the Steam Release Valve is in the "Release" position. This function will cook similarly to standard slow cookers, using lower temperatures and longer cooking times to achieve tender, flavorful meals. Place the Multi-Cooker on a flat, level surface.

Place Cooking Pot inside Heating Base. Plug the Multi-Cooker into a wall outlet. The Multi-Cooker will beep, and the Display Screen will illuminate with four dashes (- - - -).

1. Place your food and liquid inside the removable Cooking Pot.
2. Place the Lid onto the Multi-Cooker and align ▼ with ■. To lock, rotate counterclockwise to the **LOCKED** position.

USING THE SLOW COOK FUNCTION (CONT.)

3. Using the finger tab, rotate the Steam Release Valve to the "Release" position.
Note: Although this setting will not use pressure in the cooking process, some pressure can build inside the unit during cooking. This is why it's important to keep the Steam Release Valve in the "Release" position.
4. Press the **SLOW COOK** button and adjust the time and temperature as needed.
Note: See the Cooking Guide on page 25 to find the possible time and temperature adjustments.
5. Press **START/STOP**. The time will begin to count down.
6. After the set cooking time has elapsed, the Multi-Cooker will beep and will automatically switch to the **KEEP WARM** setting. The Display Screen will therefore change from the cook time to a new timer that will count up to 4:00 (4 hours) or until you press the **START/STOP** button. After 4 hours in the **KEEP WARM** setting, the Multi-Cooker will turn off.

Note: As the **SLOW COOK** function does not cook under pressure, you can remove the lid during cooking to check your slow cooking progress. Only lift the Lid if necessary. Since slow cooking uses lower temperatures to cook, the Multi-Cooker will not recover lost heat very quickly, which may impact cooking times.

TIP: The **SLOW COOK** settings are in the Cooking Guide on page 25.

CAUTION: During slow cooking, steam may build up in the Multi-Cooker, so when lifting the Lid use a kitchen glove or mitt to protect your hand.

COOKING GUIDE

Cooking Function	Default Setting	Pressure Adjustments	Temperature Adjustments	Cook Time Range
SLOW COOK	High temp / 4 hours	N/A	Low-High	30 minutes – 20 hours
STEAM	High pressure / 10 minutes	Low-High	N/A	1 minute – 1 hour
BROWN/SAUTÉ	High temp / 30 minutes	N/A	Low-High	5 minutes – 30 minutes
KEEP WARM	Warm temp / 4 hours	N/A	Warm	30 minutes – 4 hours
MEAT/STEW	High pressure / 35 minutes	Low-High	N/A	15 minutes – 2 hours
BEANS/CHILI	High pressure / 20 minutes	Low-High	N/A	1 minute – 4 hours
RICE/RISOTTO	Low pressure / 12 minutes	Low-High	N/A	3 minutes – 30 minutes
YOGURT	Low temp / 8 hours	N/A	Low-High	Low: 6 hours - 12 hours High: N/A
POULTRY	High pressure / 15 minutes	Low-High	N/A	15 minutes – 2 hours
DESSERT	Low pressure / 10 minutes	Low-High	N/A	5 minutes – 2 hours
SOUP	High pressure / 30 minutes	Low-High	N/A	5 minutes – 2 hours
MULTIGRAIN	High pressure / 40 minutes	Low-High	N/A	10 minutes – 2 hours

STEAMING

The **STEAM** function is perfect for gently steaming fish and vegetables. It is pre-programmed to use the HIGH pressure cooking setting. When steaming, use the Steaming Rack.


Capacity: When the Multi-Cooker is used with the **STEAM** function, the maximum capacity of liquid should be just under the rack wires, so that the liquid is not touching the food.

Note: The unit cannot pressure cook without liquid. Ensure a minimum of 8oz of liquid is used inside the removable Cooking Pot.

USING THE STEAM FUNCTION

Place the Multi-Cooker on a flat, level surface.

Place Cooking Pot inside Heating Base. Plug the Multi-Cooker into a wall outlet. The Multi-Cooker will beep, and the Display Screen will illuminate with four dashes (----).

1. Add 8oz of water to the bottom of the removable Cooking Pot and insert the cooking rack. Ensure water is just under the wires of the rack so that food is not touching water.
2. Place your food on the cooking rack.
3. Place the Lid on and lock by rotating counterclockwise to the **LOCKED**  position.
4. Using the finger tab, flick the Steam Release Valve to the "Seal" position.

USING THE STEAM FUNCTION (CONT.)

5. Press the **STEAM** button and adjust the time and pressure as needed.
Note: See the Cooking Guide on page 25 to find the possible time and pressure adjustments.
6. Once you have made the desired adjustments, if any, press **START/STOP**.
7. The Multi-Cooker needs to gain pressure before pressure cooking can begin. When the Multi-Cooker is gaining pressure, "HEAT" will appear on the Display Screen and the time will not count down. When pressure has been reached, "HEAT" will disappear on the Display Screen, and the time will begin to count down.
8. After the set cooking time has elapsed, the Multi-Cooker will beep and will automatically switch to the **KEEP WARM** setting. The Display Screen will therefore change from the cook time to a new timer that will count up to 4:00 (4 hours) or until you press the **START/STOP** button. After 4 hours in the **KEEP WARM** setting, the Multi-Cooker will turn off.

TIP: See the Steaming Chart on page 28.

CAUTION: During cooking, steam will build up in the Multi-Cooker, so when lifting the Lid use a kitchen glove or mitt to protect your hand.

STEAMING CHART

Food	Amount	Amount of water	Pre-prep	Cooking Time
Vegetables				
Asparagus	1 lb	1 cup	Whole/trimmed	4 - 5 minutes
Broccoli	1 bunch	1 cup	2-inch florets	2 - 3 minutes
Baby carrots or 1 ½ inch pieces	1 lb	1 cup	Peeled and trimmed	2 - 3 minutes
Cauliflower	1 medium head	1 cup	2-inch pieces	2 - 3 minutes
Corn on the cob	4	1 cup	6-inches	3 - 5 minutes
Green beans	1 lb	1 cup	Whole/trimmed	2 - 3 minutes
Snow peas	1 lb	1 cup	Whole/trimmed	1 - 3 minutes
White or Yukon Gold potatoes	12 ounces	1 cup	Quartered	7 - 9 minutes
Sweet Potatoes	12 ounces	1 cup	Cut in 1 ½-inch pieces	7 - 9 minutes
Yellow squash or zucchini	1 lb	1 cup	Thickly sliced	6 - 8 minutes
Poultry				
Eggs	8	1 cup	Whole in shell	6 - 9 minutes
Fish				
Lobster tails	Large	1 cup	In shell	3 - 4 minutes
Large Shrimp	1 lb	1 cup	Peeled and deveined	1 - 3 minutes
Salmon	1 lb	1 cup	Cut in serving size pieces	3 - 5 minutes

USING THE BROWN/SAUTÉ FUNCTION

This setting does not cook under pressure. It works similarly to standard cooking, requiring dry heat, and therefore does not need the Lid. Place the Multi-Cooker on a flat, level surface. **Do not use the Lid with this function.** Place Cooking Pot inside Heating Base. Plug the Multi-Cooker into a wall outlet. The Multi-Cooker will beep, and the Display Screen will illuminate with four dashes (- - - -).

1. Select the **BROWN/SAUTÉ** function and adjust the time and temperature if necessary, using the + and - buttons.
2. Press **START/STOP**.
3. When the Multi-Cooker is pre-heating, "HEAT" will appear on the Display Screen. When the temperature has been reached, the timer will start counting down. Using plastic tongs, carefully add your food to the hot pot.

BROWN/SAUTÉ can be used for each of the following:

- A. Brown (sear) meats for casseroles and soups. Browning meat prior to pressure cooking and slow cooking not only gives your food great color, but it also seals in the juices and flavors and keeps the meat tender.
- B. Sauté onions or mirepoix (mixture of chopped onion, carrot, and celery), among many other foods, often used in pressure cooker and slow cooker recipes. Sautéing onions allows caramelization which contributes to flavor and color in the end dish.

Capacity: When the Multi-Cooker is used to brown or sauté it may be best to cook in batches to ensure the food is evenly cooked.

RICE COOKING

When cooking rice, use the **RICE/RISOTTO** function. This is suitable for all types of rice, including white and/or brown rice.

The **RICE/RISOTTO** function cooks under pressure for faster cooking.

Capacity: Since rice expands during cooking, do not fill Cooking Pot above the 1/2 mark when using the **RICE/RISOTTO** function.

USING THE RICE/RISOTTO FUNCTION

Place the Multi-Cooker on a flat, level surface.

Place Cooking Pot inside Heating Base. Plug the Multi-Cooker into a wall outlet. The Multi-Cooker will beep, and the Display Screen will illuminate with four dashes (----).

1. Measure the desired quantity of rice.

Note: 1 cup uncooked white rice = 2 cups of cooked white rice (approximately). 1 cup uncooked brown rice = 2 cups cooked brown rice (approximately).

2. Place the measured rice in a strainer and wash rice thoroughly under cold water. Wash until the water runs clear. This removes excess starch which helps to achieve fluffier rice, and prevents rice grains sticking to the Cooking Pot. Rinsing the rice reduces the build-up of starchy water and bubbles that sometimes form around the Valve Cover and Lid, which can cause spitting from the Steam Release Valve.
3. Ensure the Cooking Pot is clean and dry before placing it inside the Heating Base.
4. Place the washed rice in the Cooking Pot. Add the quantity of water needed for your recipe (Standard ratio -- 1 cup of uncooked rice : 1.5 cups of water). Ensure that a minimum of 8oz of liquid is placed inside the removable Cooking Pot.

USING THE RICE/RISOTTO FUNCTION (CONT.)

5. Place the Lid on and lock by rotating counterclockwise to the **LOCKED** position.

6. Using the finger tab, flick the Steam Release Valve to the "Seal" position.

7. Press the **RICE/RISOTTO** button and adjust the time and pressure as needed.

Note: See the Cooking Guide on page 25 to find the possible time and pressure adjustments.

8. Once you have made the desired adjustments, if any, press **START/STOP**.

9. The Multi-Cooker needs to gain pressure before pressure cooking can begin. When the Multi-Cooker is gaining pressure, "HEAT" will appear on the Display Screen and the time will not count down. When pressure has been reached, "HEAT" will disappear on the Display Screen, and the time will begin to count down.

10. After the set cooking time has elapsed, the Multi-Cooker will beep and will automatically switch to the **KEEP WARM** setting. The Display Screen will therefore change from the cook time to a new timer that will count up to 4:00 (4 hours) or until you press the **START/STOP** button. After 4 hours in the **KEEP WARM** setting, the Multi-Cooker will turn off.

TIPS:

1. Do not keep rice in the pot for extended periods of time on the **KEEP WARM** setting, as the rice will become dry and the quality will deteriorate. Use the supplied plastic spoon to stir and serve the rice. Do not use metal utensils, as these will scratch the non-stick coating.
2. As rice grains can be delicate, at the end of cooking wait until the pressure releases naturally. Do not use the Quick Pressure Release Method (see page 20 for instructions on the Natural Pressure Release Method).

USING THE RICE/RISOTTO FUNCTION (CONT.)

3. Standard ratio for cooking rice -- 1 cup of uncooked rice : 1.5 cups of water

CAUTION: During cooking, steam will build up in the Multi-Cooker, so when lifting the Lid use a kitchen glove or mitt to protect your hand.

TO CHANGE A SETTING

It's easy to switch functions during cooking.

Press the **START/STOP** button and then select the new desired cooking function. A new timer will flash on the Display Screen, and the selected function will also flash. Select the desired time, pressure, and/or temperature. Press the **START/STOP** button and the new function will begin preheating.

To Change the Cooking Time:

You can change the cooking time before cooking begins by pressing the + and - buttons before pressing **START/STOP**. Press and release to change slowly. Press and hold to change time quickly. If you pass the desired temperature or time, press the opposite button.

To Change the Pressure:

You can change the pressure on certain pre-set functions before cooking begins by pressing the **PRESSURE ADJUST** button before pressing **START/STOP**.

To Change the Temperature:

You can change the temperature on certain functions before cooking begins by pressing the **TEMP ADJUST** button before pressing **START/STOP**.

CARE AND CLEANING

Cleaning should only be carried out when the the Express Crock is cool and unplugged. Allow the Multi-Cooker to completely cool before cleaning. Do not use the removable Cooking Pot on the stovetop, inside a microwave oven or inside an oven. Use the pot only inside the Express Crock Heating Base. Wash the Sealing Gasket and Lid by hand in warm, soapy water. Dry all parts thoroughly.

Cooking Pot:

When removing the Cooking Pot from the Heating Base, always use two hands and lift directly upward. Failure to do so may result in scratching the outside of the Cooking Pot (see figure 6).

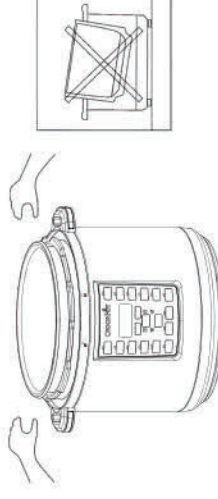


Figure 6

CARE AND CLEANING (CONT.)

If food sticks or burns to the surface of the Cooking Pot, then fill it with hot soapy water and let it soak before cleaning. Use a rubber or nylon spatula to remove stubborn residue. If scouring is necessary, use a non-abrasive cleaner and a nylon scouring pad or brush.

Although the Cooking Pot is dishwasher safe, we recommend hand-washing to preserve the non-stick coating.

If white spots form on surface of Cooking Pot, then soak it in a solution of vinegar or lemon juice and warm water for 30 minutes. Rinse and dry.

Note: Never use metal utensils or cleaning devices on the Cooking Pot, as this may result in scratching and damaging the non-stick coating.

Exterior

Wipe the exterior of the Heating Base with a damp cloth and polish dry. DO NOT use harsh abrasives, scourers or chemicals, as these will damage the surfaces. To prevent damage to the Multi-Cooker do not use alkaline cleaning agents when cleaning. Only use a soft cloth and mild detergent. Never immerse the heating base in water or any other liquid.

Condensation Collector

Empty any collected water from the Condensation Collector after each use. Wash in warm, soapy water.

Lid and Sealing Gasket

Always examine the gasket before each use. The silicon Sealing Gasket on the inside of your Multi-Cooker Lid may deteriorate over time. Remove Sealing Gasket for

CARE AND CLEANING (CONT.)

cleaning as needed. Hand clean using warm, soapy water, dry thoroughly, and replace Sealing Gasket in Lid before use. Leave the Lid upturned for storage, as this will also extend the life of the gasket. Sealing Gasket may need to be replaced every 1 – 2 years depending on regular use. Contact Crock-Pot® customer service or visit www.crockpot.com to order replacement parts.

Steam Release Valve

Ensure the Steam Release Valve is clear from debris before you begin using the Multi-Cooker. Remove the valve and gently clean. Ensure it is completely dry before replacing.

Steam Release Valve Cover

The Steam Release Valve Cover is on the underside of the Lid. Ensure it is clear from debris before you begin using the Multi-Cooker. To clean, carefully pull the cover off and clean using warm, soapy water. Press the cover back into its place after cleaning is complete.

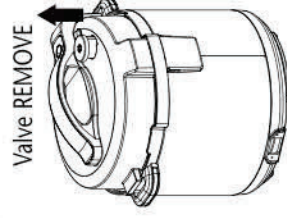


Figure 7

CARE AND CLEANING (CONT.)

UNDERSIDE OF LID

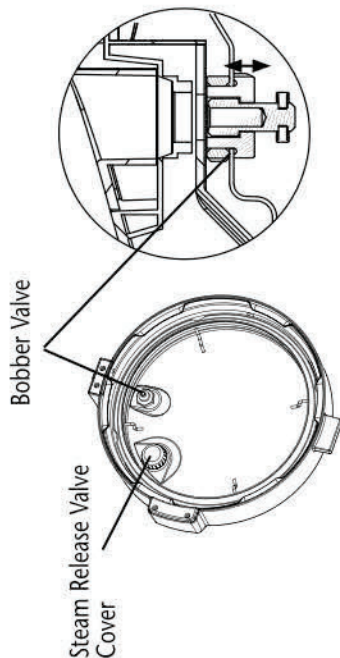


Figure 8

Bobber Valve

Gently press the valve up and down 2-3 times and ensure it is clear from debris before you begin using the Multi-Cooker.

Lid Lock Pin

Gently press the pin and ensure it is clear from debris before you begin using the Multi-Cooker.

Note:

1. Condensation may collect inside the Heating Base under the removable Cooking Pot. This is normal. Allow to cool, and then dry using kitchen cloth.
2. Always make sure that each component (pot, valves, gasket, etc.) is completely dry before you put back into the Multi-Cooker.

TROUBLESHOOTING

Subject	Question	Solution
Power	My Multi-Cooker will not turn on	Make sure outlet is functioning properly
		Check that the Multi-Cooker is plugged in
		Call Customer Service at 1-800-323-9519
Doneness of food	My food was undercooked	Make sure you selected the proper cooking setting
		Make sure the Lid is properly placed and locked, and that Steam Release Valve in "Seal" (closed) position.
		Check the recipe to see that the proper pressure, temperature, and time selection were made
		Be sure the power was not interrupted
		Make sure the Cooking Pot has enough liquid to create desired steam and build pressure. Minimum of 8oz of liquid should be used when pressure cooking. Never fill over the "MAX" line.
		Check that the proper pressure, temperature, and time were selected
Programming	My food was overcooked	Because sautéing is a function that generally requires your full attention this may not be necessary. However, if desired a time can be selected.
	Can I set a time for the Brown/Sauté program?	

TROUBLESHOOTING (CONT.)

Subject	Question	Solution
	Can I change the cooking function, time or temperature once the food is cooking?	Yes, to change the cooking function, press START/STOP and select a new cooking function. Change the time and temperature as required for the food. Press START/STOP again. The time and temperature can be changed at any time.
Cooking	Can the Cooking Pot and Lid be used on top of the stove or in the oven?	The Cooking Pot and Lid are not oven safe. Neither can be used on the stove or in the oven.
	I stopped the cooking process and changed pressure settings, and now the Multi-Cooker is preheating again.	If a cooking cycle is stopped and a new one is started, the Multi-Cooker may display "HEAT" until the new pressure is achieved.
Steam	Steam is leaking out of the Multi-Cooker	<ul style="list-style-type: none"> It is normal for a small amount of steam to come out of the Bobber Valve before the Multi-Cooker is pressurized. If steam is coming out from the perimeter of the Lid, the Lid has not been closed and locked completely.
Lid	I am having trouble removing the Lid.	There is a safety feature to keep Lid from being removed while the Multi-Cooker is under pressure. Please make sure to depressurize the unit by rotating the Steam Release Valve into the "Release" (open) position. Refer to Releasing Pressure section for further instructions.

NOTIFICATION CODES

Notification	Solution
"CLOSE LID" blinking light	Ensure that the Lid is closed completely and in the LOCKED position, aligning ▼ with ▲.
Display "E1"	The Multi-Cooker will stop the cooking cycle. Unplug Multi-Cooker and contact customer service center at 1-800-323-9519.
Display "E2"	The Multi-Cooker will stop the cooking cycle. Unplug Multi-Cooker and contact customer service center at 1-800-323-9519.
Display "E3"	<p>If you receive this code while using one of the pressure cooking settings, then the lid probably did not close or seal correctly. To resolve, follow the steps below:</p> <ol style="list-style-type: none"> Rotate the Steam Release Valve to the "Release" position and wait for the unit to de-pressurize. Take off the lid and look underneath to make sure the Sealing Gasket (large rubber ring) is properly secured to the underside of the lid. If your recipe looks like it may need more liquid now that you have released some of the steam after removing the lid, then add more, stir your ingredients, and reattach the lid, making sure the Steam Release Valve is in the "Seal" position. Unplug the unit for at least 5 seconds, and then re-plug it in and re-program your cook settings to begin cooking.

NOTIFICATION CODES (CONT.)

Notification	Solution
Display "E4"	<p>This notification occurs when the Express Crock attempts to begin a new cooking or pressurization cycle after it is already pressurized. To resolve, follow the steps below:</p> <ol style="list-style-type: none"> 1. Rotate the Steam Release Valve to the "Release" position and wait for the unit to de-pressurize. 2. If your recipe looks like it may need more liquid now that you have released some of the steam after removing the lid, then add more, stir your ingredients, and reattach the lid. 3. If you were using a pressure setting, make sure the Steam Release Valve is in the "Seal" position. Otherwise, the Steam Release Valve should be placed in the "Release" position if you were trying to use a non-pressure setting (like Slow Cook). 4. Unplug the unit for at least 5 seconds, and then re-plug it in and re-program your cook settings to begin cooking.
Display "E5"	<p>This code appears when either the lid or Steam Release Valve is being used incorrectly for a non-pressure cook setting. Please note that the lid should never be used when using the Brown/Sauté setting. When using the lid during the Slow Cook or Yogurt settings, the Steam Release Valve must be turned to the open or "Release" position. If you receive the E5 Notification during any of these situations, then simply remove the lid while using Brown/Sauté, or correctly position Steam Release Valve to "Release" while using Slow Cooking or Yogurt, and then unplug the unit for at least 5 seconds, re-plug it in and re-program your cook settings to begin cooking.</p>

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NOTIFICATION CODES (CONT.)

Notification	Solution
Display "E6"	<p>If you receive this code while cooking, it means that the Express Crock was unable to generate enough steam to pressurize completely. To resolve, follow the steps below:</p> <ol style="list-style-type: none"> 1. Make sure that the Steam Release Valve is turned to the closed or "Seal" position. If it was not in the correct position, then rotate it to the correct position and jump to step 3 below. 2. If the Steam Release Valve was in the correct position, then turn it to the "Release" position and wait for the unit to de-pressurize. Then remove the lid and look underneath it to make sure the Sealing Gasket (large rubber ring) is properly secured to the underside of the lid. 3. Add another cup of liquid (water, broth, etc) to the cooking pot, stir your ingredients, and reattach the lid, making sure the Steam Release Valve is in the "Seal" position. 4. Unplug the unit for at least 5 seconds, and then re-plug it in and re-program your cook settings to begin cooking.

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HINTS AND TIPS

Hints and Tips to get the best use of your Crock-Pot® Express Crock Multi-Cooker: Go to the Crock-Pot® website at www.crockpot.com for additional recipes, hints, tips and much more.

With your Express Crock you can create a large variety of delicious meals, snacks and desserts. Various foods take different times to cook perfectly, so sometimes it may take some trial and error to get the cooking times right for you.

1. Please refer to your Crock-Pot® Express Crock owner's manual when using your Multi-Cooker.
2. Never fill the Cooking Pot past the MAX line.
3. Do not leave Multi-Cooker plugged in when not in use.
4. Make sure Multi-Cooker is kept away from cabinets and walls when in use.
5. The Cooking Pot is designed to be used only in this Multi-Cooker. Do not use on stovetop, in microwave, or in oven.
6. The provided Steaming Rack is designed to be used in this Multi-Cooker. It should not damage the surface of the Cooking Pot. Do not stir ingredients while Steaming Rack is in Cooking Pot.
7. When removing the Lid, use a pot holder to grasp the Lid Handle and lift away from your body to allow steam to escape.
8. Always place a trivet or pot holder under the Cooking Pot if it is removed from the Heating Base.

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HINTS AND TIPS FOR SLOW COOKING

- If you are slow cooking, you can use the **BROWN/SAUTÉ** function first, which allows you to brown meats and sauté vegetables at the beginning but also allows you to thicken sauces and make gravies at the end. Browning meat prior to slow cooking not only gives your food great color, but it also seals in the juices and flavors and keeps the meat tender.
- To thicken a casserole at the end of cooking, use the **BROWN/SAUTÉ** function and stir a small amount of corn flour with water. Allow to simmer, stirring until thickened.
- When using the **SLOW COOK** function, make sure the Steam Release Valve is in the "Release" (open) position.
- When using the **SLOW COOK** function, the Multi-Cooker does not recover lost heat quickly, so only lift the Lid if necessary or if instructed to do so in the recipe. It's a good idea to monitor your slow cooking results throughout the cooking cycle by quickly removing the Lid and checking, then quickly replacing the Lid. Different cuts and thickness of meats and vegetables can vary cooking times.

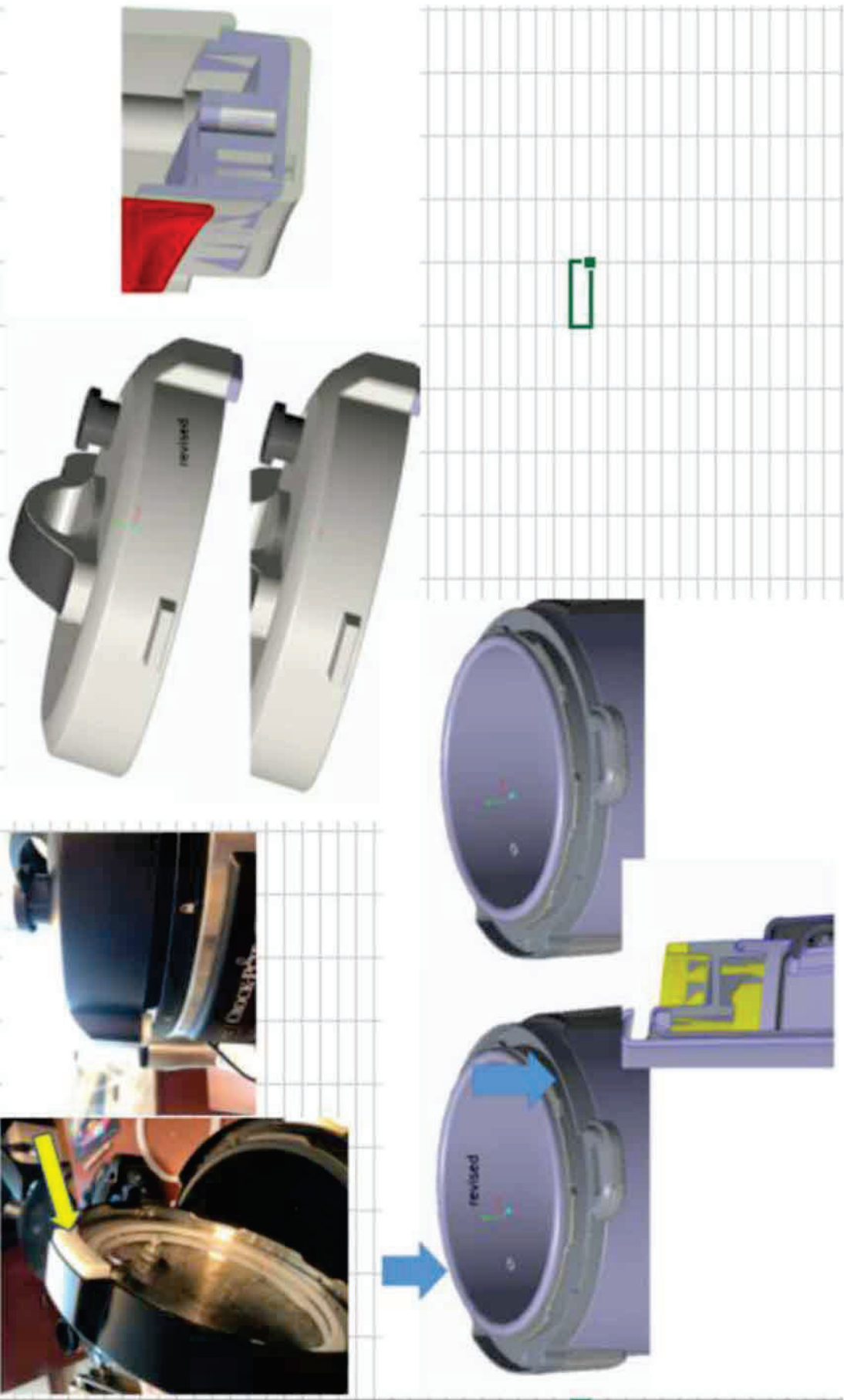
-43-

HINTS AND TIPS FOR SLOW COOKING (CONT.)

- It is not uncommon for meat to cook faster than root vegetables. It is for this reason that we recommend chopping all vegetables to a similar small size. Meat can be cut into larger chunks because if it is cut too small, it will break up once cooked and tenderized.
- Slow Cooking reduces evaporation, resulting in the flavors and juices being maintained. Keep this in mind when creating your own recipes, as you may not require as much liquid as you would when using other cooking methods, such as pressure cooking.

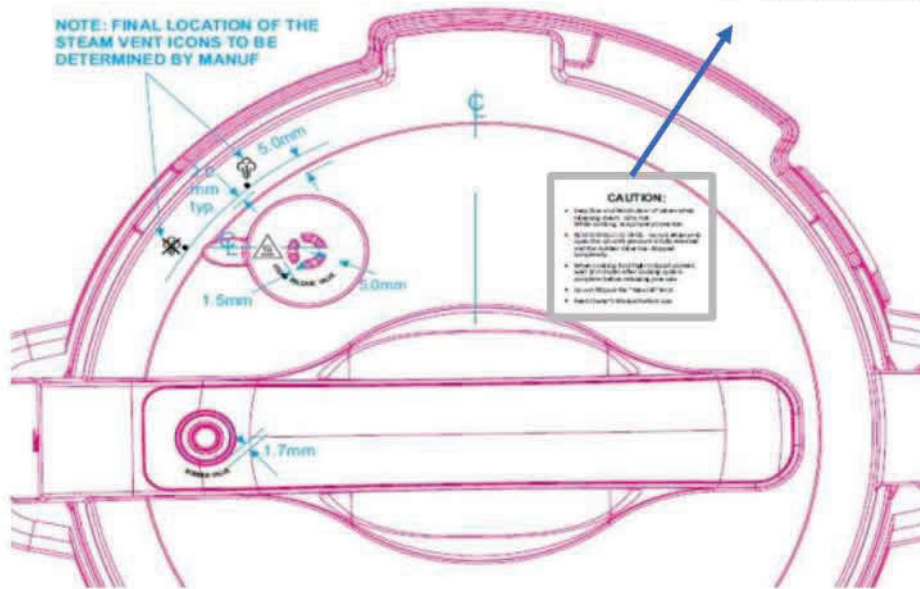
Temperature	Temperature Suggestions	Recipes Ideas
High	Use this setting for recipes that require shorter cooking times, generally 4-6 hours.	Ideal for sauces, chili, potato dishes, cheese dishes, chicken wings and meatballs in sauce
Low	Use this setting for recipes that require longer cook times. This setting is used for recipes that usually require cooking for 8 or more hours. Perfect for less tender cuts of meats.	Ideal for less tender cuts of meat, braised meats, dried beans, soups and stews





CAUTION:

- Keep face and hands clear of valves when releasing steam. Lid is hot.
- While cooking, use proper protection.
- NEVER FORCE LID OPEN. Do not attempt to open the Lid until pressure is fully released and the Bobber Valve has dropped completely.
- When cooking food high in liquid content, wait 10 minutes after cooking cycle is complete before releasing pressure.
- Do not fill past the "Max Fill" limit.
- Read Owner's Manual before use.



Customer Name
AAFES
Ace Hardware
Amazon.com
Bed Bath & Beyond
Bed Bath & Beyond.com
Best Buy
Big Lots
Bluestem Brands
Brandsmart
Coast Guard Exchange
D & H Distributors
Direct to Consumer
Do It Best
Fred Meyer
H E Butt Grocery
Home Depot
Home Depot Drop Ship
Ingram Micro Inc
International Purchase System, Inc.
K-Mart
Kohl's
Kohls.com
Kroger
Meijer
Merchandise Solutions LLC
Navy Exchange
Omaha Steaks
Orgill Brothers
P.C. Richard & Son
Sears
Shopko
Sunbeam Employee Sales
Target
Target Direct Import
The Print Source Inc.
True Value
United Hardware
Veteran's Canteen Service
Wakefern Food Corp
Wal-Mart
Wal-Mart Drop Ship
Wal-Mart.com
Webco Hawaii
Worldwide

File E189458
Project 07CA30520

September 13, 2007

REPORT

on

HOUSEHOLD COOKING APPLIANCES

Zhongshan Nanguang Electrical Appliance Co Ltd
Guangdong, China

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DESCRIPTION

PRODUCT COVERED:

- * USL, CNL - Electric Pressure Cooker, Models 4801, FPSTPC4801 and FPSTPC4801-XXX 4801-xxx (x - any digitals of 0-9 for different market area), 22027, YL-500D, 84024, **FPGMPC5QTD, FPGMPC5QTD-xxx**.

ELECTRICAL RATINGS:

Model	Rating
*4801, 4801-XXX, 22027 YL-500D, 84024, FPSTPC4801, FPSTPC4801-XXX, FPGMPC5QTD, FPGMPC5QTD-xxx	120 V, 60 Hz, 900 W

TECHNICAL CONSIDERATIONS (NOT FOR UL REPRESENTATIVE USE):

The products covered by this report are Electric Pressure Cookers having a rated capacity not exceeding 10 cups, and are intended for household use. The unit incorporates a sheath type heating element mould into the bottom pan of the appliance, "thermistor" temperature regulating device, thermal cutoff, pressure switch, bobber valve, pressure limiting valve and an electronic PWB/LED assembly, all enclosed within a thermoplastic and metal enclosure. The unit is equipped with a suitable length of Listed detachable power supply cord terminated in a molded-on polarized parallel blade attachment plug for connection to the supply source.

USL indicates that the products covered by this report have been evaluated to the applicable requirements outlined in the Standard for Electric Household Cooking and Food-Serving Appliances, UL 1026, and the applicable requirements outlined in the Standard for Pressure Cookers, UL 136.

CNL indicates evaluation to the Canadian Standards for Portable Electrical Motor-Operated and Heating Appliances: General Requirements, C22.2 No. 1335.1-93 and Particular Requirements for Liquid-Heating Appliances, C22.2 No. 1335.2.15-93.

CONSTRUCTION DETAILS:

Section General - The following construction items are described in Sec. Gen.

Abbreviations	Wire Connections
C-UL Requirements	Instruction Manual
Corrosion Protection	Sharp Edge
Internal Wiring	Polarization Instructions
Wire Positioning Devices	Carton Markings
Marking Methods	Short Cord Requirements
Spacings	Markings
Tubing and Sleeving	

Cautionary Markings - The following cautionary markings shall be provided in letters minimum 2.4 mm high, or if a contrasting color is used, in letters minimum 1.6 mm high.

"CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, COOK ONLY IN REMOVABLE CONTAINER." Shall be located on the internal surface of inner pot by marking label, rated min. 125°C, where visible during remove and engage of Removable Cooking Vessel.

"CAUTION - Rotate the pressure release valve clockwise to release the pressure. Lid cannot be opened until pressure is released. Keep face and hands clear of valve when releasing steam. Lid is hot while cooking. Use proper protection" "Do not use this pressure cooker for pressure frying with oil. Do not place any oil into Inner pot or close the lid in Browning mode." shall be located on the top surface of Lid by marking label, rated min. 125°C.

INSTRUCTION MANUAL:

In addition to Sec. Gen., the safety instructions shown in ILL. 1 shall be a permanent part of the manual but separated in format from other instructions, and shall appear before the operating instructions in the manual.

Illustrations - The following illustrations are provided:

ILL. No.	Description
1	Instruction Manual, including Important Safeguards
2	Electronic & Electrical Circuit Diagram (Not For Field Representative's Use)
3	Base Enclosure Dimension
4	Base Cover Dimension
5	Bobber Valve Construction
6	Pressure Limiting Valve Construction
7	Heating Plate drawing
8	Heating Assembly Spring Pieces drawing
9	Component and Trace Layout of Power and Control PWB
10	Alternate "Pressure Limiting Valve Construction"
	Alternate "Component and Trace Layout of Power and Control
11 & 12	PWB"

Model Difference - Model YL-500D, 4801-XXX, 22027 and 84024 are identical to Model 4801 except model designation.

Models FPSTPC4801 and FPSTPC4801-XXX are identical to Model 4801 except for model name.

Models FPGMPC5QTD and FPGMPC5QTD-xxx are identical to Model 4801 except model name.

General - The general design, shape, and arrangement shall be as illustrated in the following figures, except where variations are specifically described.

TEST RECORD NO. 1

GENERAL

Representative production samples of Electric Pressure Cooker: Models 4801, was submitted by the manufacturer.

They were subjected to a test program as outlined below.

SAMPLES

Test results relate only to the items tested.

Tests performed on Model 4801 were considered representative of Model YL-500D, 4801-xxx and 22027.

The following tests conducted in accordance with UL 1026 and UL 136 were considered representative of the tests required by Canadian Standard, CSA C22.2 No. 1335.1 and No. 1335.2.15:

Tests conducted on Model 4801, employed with transformer, Type YL-35-100250B:

UL Standard Tests	Para. No. of UL1026	Canadian Standard Tests	Para. No. of C22.2 No. 1335.1
Power Input Test	32	Power Input & Current	10
Operational Test	34	-	-
Leakage Current Test	33	Leakage Current	13
Normal Temp - Electric Pressure Cookers:	36	Heating (Normal Temperature)	11.10
Leakage Current as a Result of Moisture	38	Leakage Current as a Result of Moisture	15.3.3
Dielectric Voltage Withstand	39	Electric Strength	16
Oven Conditioning Test	61 of UL 746C	Stress-Relief Distortion	30.7
Stability (15°) Test	9	Stability and Mechanical hazards	20.1.2
Overflow Test	43	Overflow Test	15.2.2
Impact Test (Polymeric Material)	Clause 56.3 of UL 746C	Mechanical Strength	21.2
Metal Enclosure Impact Test	46	-	-
Abnormal Operation Test	49.1	Abnormal Operation	19
Secondary Circuit Component Failure Test:	Para. 44 of UL1082	-	-

UL Standard Tests	Para. No. of UL 1026	Canadian Standard Tests	Para. No. of C22.2 No. 1335.1
Fusible Link Test:	20	Fusible Device Rupture	24.10
Thermister Overload And Endurance Test (6000 Cycles):	54	-	-
Handle Impact Test for Slow Cooker	45	N/A	N/A
Handle Strength Test for Slow Cooker	52	-	-
Maximum and Normal Operating Pressure and Leakage Test:	Para. 7 of UL 136	-	-
Pressure Relief Operation Test:	Para. 8 of UL 136	-	-
Cover Opening Test:	Para. 9 of UL 136	-	-
Locking Mechanism Operation Test:	Para. 10 of UL 136	-	-
Hydrostatic Strength Test:	Para. 11 of UL 136	Hydrostatic Pressure Test:	22.7

Tests conducted on Model 4801, employed with transformer, Type
DZ-35-100250A/P:

UL Standard Tests	Para. No. of UL1026	Canadian Standard Tests	Para. No. of C22.2 No. 1335.1
Power Input Test	32	Power Input & Current	10
Leakage Current Test	33	Leakage Current	13
Normal Temp - Electric Pressure Cokkers:	36	Heating (Normal Temperature)	11.10
Leakage Current as a Result of Moisture	38	Leakage Current as a Result of Moisture	15.3.3
Dielectric Voltage Withstand	39	Electric Strength	16
Secondary Circuit Component Failure Test:	Para. 44 of UL1082	-	-

The test methods and results of the above tests have been reviewed and found
in accordance with the requirements in Standards mentioned above.

Test Record Summary:

The results of this investigation, including construction review and testing, indicate that the products evaluated comply with the applicable requirements in Standard for Electric Household Cooking and Food Serving Appliance, UL 1026, Fifth Edition, dated January 31, 2007, and UL136, Pressure Cookers, Seventh Edition, Last Revised dated December 6, 2006 and the Canadian Standards for Portable Electrical Motor-Operated and Heating Appliance: General Requirements CAN/CSA C22.2 No. 1335.1-93, First Edition, dated January 1993, re-affirmed at 2004 and Particular Requirements for Liquid-Heating Appliances CAN/CSA C22.2 No. 1335.2.15-93, First Edition, dated January 1993, re-affirmed 1999, therefore, such products are judged eligible to bear UL's Mark as described on the Conclusion Page of this Report.

TEST RECORD NO. 2

GENERAL

The test results reported relate only to the items tested.

SAMPLES

Representative samples of Electric Pressure Cooker, model YL-500D, employing below alternation, were submitted by the manufacturer for examination and test.

1. Main Enclosure.
2. Lid Handle.
3. Steam Valve Handle.
4. Steam Vale Base.
5. Control Housing.
6. Control PWB Assembly.

Only limited tests were deemed necessary due to similarity to previously Listed model 4801. See File E189458, Report issued 2007-09-13, Test Record Nos. 1.

The following tests conducted in accordance with UL 1026 and UL 136 were considered representative of the tests required by Canadian Standard, CSA C22.2 No. 1335.1 and No. 1335.2.15:

UL Standard Tests	Para. No. of UL1026	Canadian Standard Tests	Para. No. of C22.2 No. 1335.1
Power Input Test	32	Power Input & Current	10
Operational Test	34	-	-
Leakage Current Test	33	Leakage Current	13
Normal Temp - Electric Pressure Cokkers:	36	Heating (Normal Temperature)	11.10
LEAKAGE CURRENT AS A RESULT OF MOISTURE:	38	Leakage Current as a Result of Moisture	15.3.3
Dielectric Voltage Withstand	39	Electric Strength	16
Impact Test (Polymeric Material)	56.3 of UL 746C	Mechanical Strength	21.2
Secondary Circuit Component Failure	44 of UL 1082	-	-

UL Standard Tests	Para. No. of UL136		
Maximum And Normal Operating Pressure And Leakage	7	-	-
Pressure Relief Operation	8	-	-
Cover Opening	9	-	-
Locking Mechanism Operation	10	-	-
HYDROSTATIC STRENGTH TEST	11	-	-

Test methods and results of the above tests have been reviewed and found to be in accordance with the requirements in the Standards mentioned above.

Test Record Summary:

The results of this investigation, including construction review and testing, indicate that the products evaluated comply with the applicable requirements in Standard for Electric Household Cooking and Food Serving Appliance, UL 1026, Fifth Edition, dated January 31, 2007, and Pressure Cookers, UL136, Seventh Edition, Last Revised dated December 6, 2006 and the Canadian Standards for Portable Electrical Motor-Operated and Heating Appliance: General Requirements CAN/CSA C22.2 No. 1335.1-93, First Edition, dated January 1993, re-affirmed at 2004 and Particular Requirements for Liquid-Heating Appliances CAN/CSA C22.2 No. 1335.2.15-93, First Edition, dated August 1994, re-affirmed 2004, therefore, such products are judged eligible to bear UL's Mark as described on the Conclusion Page of this Report.

Test Record by:

JEFF CHAN

Associate Project Engineer

Reviewed by:

KELVIN LEUNG

Senior Project Engineer

CONCLUSION

Samples of the products covered by this Report have been found to comply with the requirements covering the category and the products are judged to be eligible for Listing and Follow-Up Service. The manufacturer is authorized to use the UL Mark on such products which comply with the Follow-Up Service Procedure and any other applicable requirements of Underwriters Laboratories Inc. Only those products which properly bear the UL Mark are considered as Listed by Underwriters Laboratories Inc. Any information and documentation provided to you involving UL Mark services are provided on behalf of Underwriters Laboratories Inc. (UL) or any authorized licensee of UL.

Test Record by:

JACKY ZHANG

Associate Project Engineer

Reviewed by:

KELVIN LEUNG

Senior Project Engineer

IVY ZHANG

Associate Project Engineer

Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

of the Freedom of Information Act

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Withheld pursuant to exemption

(b)(4) ; (b)(3):CPSA Section 6(a)

of the Freedom of Information Act

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of the Freedom of Information Act



**CONTAINS TRADE SECRET AND/OR CONFIDENTIAL
INFORMATION; NOT INTENDED FOR PUBLIC DISCLOSURE
UNDER FOIA OR SECTION 6(B) OF THE CPSA**

August 6, 2018

Sent Via E-Mail

Ms. Ashley Gerwitz
Compliance Officer
Office of Compliance and Field Operations
U.S. Consumer Product Safety Commission
4330 East West Highway
Bethesda, MD 20814

RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker (the “Cooker”)

Sunbeam Products Inc. (“Sunbeam”) a division of Newell Brands Inc., has become aware of a condition related to the use of the Cooker by consumers. Photographs of the Cooker are shown below.



Sunbeam has received consumer feedback that some consumers have experienced the Cooker pressurizing even though the lid is not in the locked position. In these incidents, consumers have witnessed steam and in some circumstances the lid detaching. Out of an abundance of caution and in line with our commitment to consumer safety, Sunbeam is identifying this issue to the Consumer Product Safety Commission (“CPSC”).

To date, Sunbeam’s initial investigation and conclusions indicate that if steam escapes or the lid detaches, the product is not being used in accordance with the user instructions in the manual and on the product for properly locking the lid before cooking is initiated. Sunbeam has not identified any product defect that would cause this type of steam escape or lid detachment. Sunbeam is continuing its investigation by retrieving consumer’s products and analyzing their particular use patterns.

August 6, 2018

Page 2

Sunbeam will update the CPSC as new information becomes available.

This letter is submitted by:

David Galambos
Senior Regulatory Manager, Newell Brands
6655 Peachtree Dunwoody Road NE, Atlanta, GA 30328
Phone: 330-283-1136
E-mail: dave.galambos@newellco.com

Please contact Newell Brands if you have any questions or require further information concerning this letter.

Sincerely,

A handwritten signature in dark ink, appearing to read "David Galambos". The signature is fluid and cursive, with the first name "David" and last name "Galambos" clearly distinguishable.

David Galambos
Senior Regulatory Manager
Newell Brands

cc: Sean Beckstrom, Esq. - Chief Product Safety Counsel & Division Counsel

3



SCCPPC600-V1-DISM



SCCPPC600-V1-DISM

CROCK·POT.
EXPRESS CROCK
MULTI-COOKER

**COOKS UP TO
70% FASTER**



**6 QUART
FEEDS 7+ PEOPLE**

THE CONVENIENCE OF
**COOKING FAST
OR SLOW!**



CROCK·POT.
EXPRESS CROCK
MULTI-COOKER

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**COOKS UP TO
70% FASTER**

**A SLOWLY
COOKING POT
WITH A FAST COOKING
FUNCTION**

COOKING FUNCTIONS:

- PRESSURE COOK**
- SLOW COOK**
- BROWN/SAUTE**
- STEAM**

+ iTOUCH

Page 371 of 382

SCCPPC600-V1-DIST



CROCK·POT.
EXPRESS COOKER
MULTI-COOKER

COOKS UP TO
70% FASTER



6 QUART
FEEDS 7+ PEOPLE

THE CONVENIENCE OF
COOKING FAST
OR SLOW!



[illegible]

MULTI-COOKER

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P/N 193562 Call 1-800-7-CHEF-200



FREE
RECIPE BOOK Page 35 of 74
6 QUART,
350874182
PEOPLE

SCCPPC600-V1-DISW



ROUND

1

FOLDER NAME:
NEW_A+C_Crockpot_186505_Anti_DustyThePlane

FILE NAME:
186505_Anti_DustyThePlane_SCPCPP600_V1_193012_Rev.D_R01.indd

NWL Job #	SAPFG #	Component #	Project type	Brand
186505	SCPCPP600-V1	195330	Packaging	CROCK-POT

LINE	LINE	Color	Color
1	1	Black	Black
2	2	White	White
3	3	Yellow	Yellow
4	4	Cyan	Cyan
5	5	Magenta	Magenta
6	6	Red	Red
7	7	Green	Green
8	8	Blue	Blue
9	9	Orange	Orange
10	10	Pink	Pink
11	11	Grey	Grey
12	12	White	White
13	13	Black	Black
14	14	White	White
15	15	Yellow	Yellow
16	16	Cyan	Cyan
17	17	Magenta	Magenta
18	18	Red	Red
19	19	Green	Green
20	20	Blue	Blue
21	21	Orange	Orange
22	22	Pink	Pink
23	23	Grey	Grey
24	24	White	White
25	25	Black	Black
26	26	White	White
27	27	Yellow	Yellow
28	28	Cyan	Cyan
29	29	Magenta	Magenta
30	30	Red	Red
31	31	Green	Green
32	32	Blue	Blue
33	33	Orange	Orange
34	34	Pink	Pink
35	35	Grey	Grey
36	36	White	White
37	37	Black	Black
38	38	White	White
39	39	Yellow	Yellow
40	40	Cyan	Cyan
41	41	Magenta	Magenta
42	42	Red	Red
43	43	Green	Green
44	44	Blue	Blue
45	45	Orange	Orange
46	46	Pink	Pink
47	47	Grey	Grey
48	48	White	White
49	49	Black	Black
50	50	White	White
51	51	Yellow	Yellow
52	52	Cyan	Cyan
53	53	Magenta	Magenta
54	54	Red	Red
55	55	Green	Green
56	56	Blue	Blue
57	57	Orange	Orange
58	58	Pink	Pink
59	59	Grey	Grey
60	60	White	White
61	61	Black	Black
62	62	White	White
63	63	Yellow	Yellow
64	64	Cyan	Cyan
65	65	Magenta	Magenta
66	66	Red	Red
67	67	Green	Green
68	68	Blue	Blue
69	69	Orange	Orange
70	70	Pink	Pink
71	71	Grey	Grey
72	72	White	White
73	73	Black	Black
74	74	White	White
75	75	Yellow	Yellow
76	76	Cyan	Cyan
77	77	Magenta	Magenta
78	78	Red	Red
79	79	Green	Green
80	80	Blue	Blue
81	81	Orange	Orange
82	82	Pink	Pink
83	83	Grey	Grey
84	84	White	White
85	85	Black	Black
86	86	White	White
87	87	Yellow	Yellow
88	88	Cyan	Cyan
89	89	Magenta	Magenta
90	90	Red	Red
91	91	Green	Green
92	92	Blue	Blue
93	93	Orange	Orange
94	94	Pink	Pink
95	95	Grey	Grey
96	96	White	White
97	97	Black	Black
98	98	White	White
99	99	Yellow	Yellow
100	100	Cyan	Cyan
101	101	Magenta	Magenta
102	102	Red	Red
103	103	Green	Green

LINE

LINE

SUBSTRATE

VENDOR

DATES

186505

SCPCPP600-V1

195330

4 COLOR PROCESS

433 C

7488 C

SWHM

OPERATOR

SC-HAWK JOB #

DATE















PS

53403SD

02/22/18

3500 Research Way Kalamazoo, MI 49008

newell
BRANDS





YL-600AJ pressure cooker Gift box Die Cut Unit: mm

ROUND	1	FOLDER NAME: NB_A+C_Crockpot_186505_AC_SCT_CRP_DustyThePlane	Project type: CROCK-POT
		FILE NAME: 186505_AC_SCT_CRP_DustyThePlane_SCCPPC600_V1_DS_195330_R01.indd	Brand: CROCK-POT
		NWL Job #: 186505	Component #: 195330
		SAP/FG #: SCPPC600-V1	Packaging
		DIELINE : Existing	3MMKL
		UPC : 48994067877	OPERATOR : PS
		SUBSTRATE : XXXX	SCHAWK JOB # : 5340380
		PAID BY : XXXX	DATE : 02/22/18
		DATES : 02/22/18	DATE : 02/22/18
		USE THE PANTONE MATCHING SYSTEM FOR ACCURATE COLOR REPRODUCTION	PROCESS : CMYK
		LEAD DESIGNER : jhms.crook@newell.com	3300 Research Way Kalamazoo, MI 49008
			newell brands

ROUND

1

FOLDER NAME:
NB_A4_Crockpot_186505_AC_SCT_GRP_DustyThePlane

FILE NAME:
186505_AC_SCT_GRP_DustyThePlane_SCTPPC600_V1_DS_195330_R01.indd

SAMP#:
SCTPPC600-V1

Component #:
195330

Project type:
Packaging


CROCK-POT


Brand


Mkt. Job #:
186505

DELINE
UPC
SUBSTRATE
VENDOR
COUNTRY
LEAD DESIGNER: XXXXX

Existing
489946/8777
XXXXX
N/A 2718
XXXXX







PMS
433 C
PROCESS

SWAMP

OPERATOR

SCHWAMM JOB

DATE









PS

535403SD

02/22/18

USE THE FONT/ONE MATCHING SYSTEM FOR ACCURATE COLOR REPRODUCTION

newWell
BRANDS



3530 Research Way Kalamazoo, MI 49006



SCCPC604-V1 pressure cooker Gift box Die Cut Unit: mm

ROUND	1	FOLDER NAME: NB_A+C_Crockpot_186505_AC_SCT_CRP_DustyThePlane	FILE NAME: 186505_AC_SCT_CRP_DustyThePlane_SCCPC604_V1_AMZN_195323_RD1.indd
NWL Job #:	186505	SAP/FCG #:	195323
Project type:	SCCPC604-V1	Component #:	195323
Packaging	SCCPC604-V1	Brand:	CROCK-POT
DIE LINE	: SCCPC604-V1 GB die line	Operator	PS
UPC	: 48994067877	SCHAWK JOB #	: 5340380
SUBSTRATE	: XXXX	DATE	: 02/22/18
VENDOR	: N/A	PS	: 7485 C
LEAD DESIGNER	: XXXX	4 COLOR	: 433 C
		PROCESS	: CMYK
		USE THE PANTONE MATCHING SYSTEM / PROCESS / COLOR REPRODUCTION	
		3300 Research Way Kalamazoo, MI 49008	
		newell	



If It Doesn't Say Crock-Pot
It's Not the Original™

Welcome (Log In) | My Account | 0 Items | United States

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FREE SHIPPING ON ORDERS OVER \$50! CERTAIN RESTRICTIONS APPLY.*

[Home](#) : [Collections](#) : [Express Crockers](#) : Crock-Pot® 6.0-Quart Express Crock Multi-Cooker



Crock-Pot® 6.0-Quart Express Crock Multi-Cooker

SCCPPC600-V1

★★★★★ 4.3 (196) [Write a review](#)

[Ask a question](#)

~~\$99.99~~ **\$69.99**

Availability: In Stock

Qty

Add to Cart

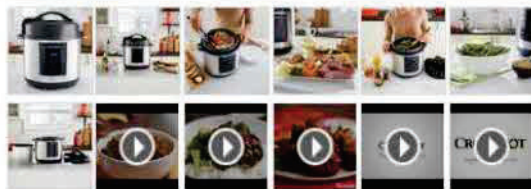
[Add to Wish List](#)

Free Shipping \$50+ [Details](#)

"This pot has replaced a lot of my cooking items. I love to cook rice in this. No sticking. Everyone should own one." [Read More...](#)
Kkitchen - Denton, TX, USA

Make meal time even easier with the Crock-Pot® Express Crock Multi-Cooker, an all-in-one appliance that's always ready when you are. Whether you're prepping your meal in the morning to let it cook all day, or you need an instant, healthy, home-cooked dish in under an hour—this one-pot pressure cooker does it all!

Dimensions: 13.6"H x 13.6"W x 11.9"L



Featured



Crock-Pot 6.0-Quart 5-in-1 Multi-Cooker
\$129.99

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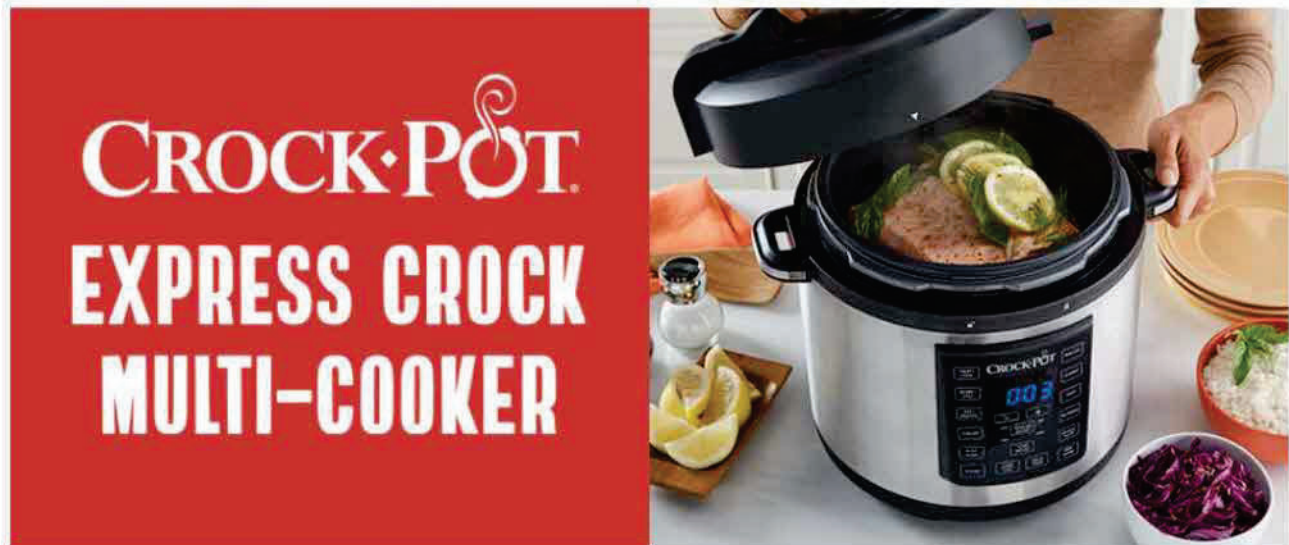
Crock-Pot® 7.0-Quart Cook & Carry™ Slow Cooker, Programmable, Black
~~\$64.99~~
\$49.99

Add to Cart



- › Eight one-touch digital meal settings make it easy to create meats and stews, beans and chili, rice and risotto, poultry, dessert, soups, yogurts, and multi-grains..
- › Four one-touch cook functions allow you to slow cook, pressure cook, brown and sauté, or steam
- › In addition to pressure cooking, select brown/sauté, slow cook, or steam for even more versatility
- › Six-quart non-stick cooking pot is dishwasher safe
- › Additional features: Airtight locking lid, delay start timer, keep warm setting
- › Includes recipe book, steaming rack, and serving spoon
- › Read [Crock-Pot® Express Crock Multi-Cooker FAQs](#)
- › Read the [Crock-Pot® Recipe Book](#)

Crock-Pot® Express Crock Multi-Cooker



AT A GLANCE

- 4 ways to cook - slow cook, fast cook (pressure cook), brown/sauté, or steam
- 8 Fast Cook settings for a variety of quick, healthy meals at the touch of a button
- One-touch digital control with Delay Start capability
- Dishwasher safe 6-quart non-stick cooking pot
- Airtight locking lid stays locked until pressure is released for added safety (the lid must be in the locked position when pressure cooking).



One Versatile Appliance

In today's fast-paced world, you need a multi-cooker that can keep up with your lifestyle. The Crock-Pot® Express Crock Multi-Cooker can cook meals up to 70% faster than traditional cooking, so you can spend less time in the kitchen and more time with friends and family.

With the Express Multi-Cooker, thanks to 8 pre-set pressurized settings for various foods, you can choose to eat sooner, or you can use the slow cook setting to come back later to a delicious hot meal. You can also steam, brown, or sauté before programming, making one-pot meals easier than ever.

Tips:

Do not use the Quick Pressure Release Method when cooking foods with high liquid content (soup, stews, etc.). For these, please use the Natural Release Method, waiting at least 10 minutes after cooking is complete to rotate the Steam Release Valve.

To ensure lid is fastened in locked position, place the lid upon the Multi-Cooker and be sure that the downward facing arrow (on the lid) aligns with the unlocked symbol. To lock, turn counterclockwise aligning the downward facing arrow aligns with the locked symbol.



Slow Cook

Don't want to cook after a long day? Prep your meal in the morning, set cooking time from 30 minutes to 12 hours, and then let dinner cook itself. Choose from high, low, or warm cook settings.



Pressure Cook

In a hurry? Choose from 8 meal options and serve up delicious home-cooked meals in a fraction of the time that traditional cooking requires.



Steam

Prepare meals with less fat and more nutrition! Insert the steaming rack onto the cooking pot to prepare vegetables, fish, or whenever you want to prepare something light and delicious.



Brown & Sauté

Use this setting as the first step during your meal prep: sear roasts to lock in juices or brown meats for stews and chilis. You can also cook tender sautéed dinners with adjustable high and low temperature settings.



Eight Pre-Set Functions

Quickly cook meats, stews, poultry, chili, rice, desserts, and more! Before you program the full meal, you can also steam, brown, and sauté.



One-Touch Digital Control

Convenient digital display shows the cooking time, indicator lights, and buttons to adjust time, temperature, and pressure.



Easy Cleanup

Six-quart non-stick cooking pot is dishwasher safe for easy cleanup. And the convenient lid holder helps keep your countertop mess-free.



Cook with Confidence

Airtight locking lid remains locked while pressure is inside the unit.

What's In The Box



- Crock-Pot® Express Cook Multi-Cooker
- Removable six-quart non-stick cooking pot
- Steam rack
- Plastic spoon
- Recipe book

Interactive Product Tour

- ① 8 Pre-Set Cooking Functions
- ② 4 Ways to Cook
- ③ Airtight Locking Lid
- ④ Delay Timer



From: [Galambos, Dave](#)
To: [Brown, Christopher](#)
Cc: [Beckstrom, Sean](#)
Subject: RE: Express Crock Multi-Cooker Full Report Request Follow Up RP180596
Date: Thursday, March 14, 2019 6:55:09 AM
Attachments: [image001.png](#)

Hi Christopher,

I will engage my team to get/take the requested photos.
I will let you know if this isn't feasible by tomorrow.

Thanks,
Dave

From: Brown, Christopher [mailto:CJBrown@cpsc.gov]
Sent: Wednesday, March 13, 2019 2:39 PM
To: Galambos, Dave <Dave.Galambos@newellco.com>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: Express Crock Multi-Cooker Full Report Request Follow Up RP180596

Good afternoon,

Before the end of the week, please provide before and after photos that show the difference between the versions of the bobber valve color change when raised.

Let me know if you have any questions.
Regards,
Chris

Christopher J. Brown
Compliance Officer
U.S. Consumer Product Safety Commission
Defect Investigations Division
4330 East West Highway, Room 610-16
Bethesda, MD 20814
301-504-7531 – Office

From: Galambos, Dave [mailto:Dave.Galambos@newellco.com]
Sent: Monday, January 28, 2019 10:42 AM
To: Brown, Christopher <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>

Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)

Hi Chris,

Now that the government shutdown is over and the CPSC is back to work, I am submitting the information you requested that Sunbeam was prepared to provide on January 4, 2019. As describe in the email below, I held off submitting this on January 4 because the Filemover links were likely to expire if not accessed within 7 days of January 4, 2019.

Enclosed is the Sunbeam response and the related attachments. Large data files are in the links below.

Attachment Q - Please access the link within 7 days because link will expire

<https://atropos.newellco.com/filestore/getLink.php?HASH=b2ec95ca2d1c918ecdbca4a564af03fa>

Attachment S – Please access the link within 7 days because link will expire

<https://atropos.newellco.com/filestore/getLink.php?HASH=958cd79d55c3d8fb4c7691f56882ed11>

Thanks,

Dave

David Galambos | Senior Regulatory Manager | **Newell Brands**

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Office: 2675 Woodward Road Cuyahoga Falls, Ohio 44221 | direct: 1.330.283.1136

Corporate Office: 6655 Peachtree-Dunwoody Road NE Atlanta, Georgia 30328

Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Galambos, Dave

Sent: Friday, January 4, 2019 6:19 PM

To: Brown, Christopher <CJBrown@cpsc.gov>

Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>

Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)

Hi Chris,

With the CPSC currently closed due to the partial government shutdown, I am holding our reply until your offices reopen.

Many of the requested documents will be transmitted electronically via our corporate file mover and I am concerned that the links, which expire in 3 days, may expire before you are able to access the information.

I look forward to a speedy reopening of your offices.

Thanks,

Dave

David Galambos | Senior Regulatory Manager | **Newell Brands**

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Corporate Office: 6655 Peachtree-Dunwoody Road NE Atlanta, Georgia 30328

Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Brown, Christopher [<mailto:CJBrown@cpsc.gov>]

Sent: Thursday, December 20, 2018 8:11 AM

To: Galambos, Dave <Dave.Galambos@newellco.com>

Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>

Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)

Good afternoon Dave,

I look forward to receiving the information by COB 1/4/19.

Regards,

Chris

Christopher J. Brown

Compliance Officer

U.S. Consumer Product Safety Commission

Defect Investigations Division

4330 East West Highway, Room 610-10

Bethesda, MD 20814

301-504-7531 – Office

From: Galambos, Dave [<mailto:Dave.Galambos@newellco.com>]

Sent: Wednesday, December 19, 2018 4:06 PM

To: Brown, Christopher <CJBrown@cpsc.gov>

Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>

Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)

Hi Chris,

Our Crock Pot team is working on your request and we have gathered several items already. However, due to the upcoming holidays, we are operating on a skeleton crew and have limited resources to accomplish all of the items in your request.

I hope the new links for Attachments J, M and O arrived and you were able to access them.

Please let me know if you had any issues or need new links sent if you weren't able to access them within 7 days.

Our current plan is to provide the remainder of the requested information by January 4, 2019.

Thank you for your understanding on our delayed response.
Please let me know if you have any questions or concerns.

Happy Holidays.

Thanks,
Dave

David Galambos | Senior Regulatory Manager | **Newell Brands**
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Corporate Office: 6655 Peachtree-Dunwoody Road NE Atlanta, Georgia 30328
Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Brown, Christopher [<mailto:CJBrown@cpsc.gov>]
Sent: Wednesday, December 12, 2018 9:36 AM
To: Galambos, Dave <Dave.Galambos@newellco.com>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)

Good morning Dave,

By COB 12/19/18 please provide the following:

- Attachments J,M,and O
- An updated incident claims spreadsheet
- All claims related documents
- All expert reports
- All testing conducted by the Firm
- Documentation of the amount of force required to open the lid when under pressure
- Any corrective actions the Firm is taking or is planning to take

Let me know if you have any questions.

Regards,
Chris

Christopher J. Brown
Compliance Officer
U.S. Consumer Product Safety Commission

Defect Investigations Division
4330 East West Highway, Room 610-10
Bethesda, MD 20814
301-504-7531 – Office

From: Galambos, Dave [<mailto:Dave.Galambos@newellco.com>]
Sent: Monday, September 10, 2018 8:59 PM
To: Brown, Christopher <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)

Hi Chris,

Enclosed are Attachments A through O that are referenced in the Section 15(b) Full Report.

Attachment J – Claims Documents (link below expires in 7 days)
<https://atropos.newellco.com/filestore/getLink.php?HASH=53762b6eb1753d83ff272990c109ff85>

Attachment M – Marketing Materials (link below expires in 7 days)
<https://atropos.newellco.com/filestore/getLink.php?HASH=a6284c3e43568af18ee1d818e2c04cb4>

Attachment O – Video Lid Lock (link below expires in 7 days)
<https://atropos.newellco.com/filestore/getLink.php?HASH=f1563e5c52cc1d44ef5511abdb0d795>

Please let me know if you have any trouble opening these Attachments.

Thanks,
Dave

David Galambos | Senior Regulatory Manager | **Newell Brands**
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Corporate Office: 6655 Peachtree-Dunwoody Road NE Atlanta, Georgia 30328
Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Galambos, Dave
Sent: Monday, September 10, 2018 5:12 PM
To: 'Brown, Christopher' <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker Full Report Request

Hi Chris,

As requested, attached is Sunbeam's Section 15(b) Full Report.

The Full Report makes reference to the List of Attachments below. Due to the size of the files, they will be sent in a separate email(s).

Sunbeam regards the information contained in the Full Report and its Attachments as confidential commercial information and exempt from public disclosure under both the Freedom of Information Act and Section 6(b) of the CPSA.

The (2) consumer returned samples and the (3) new product samples have been shipped to your attention. The tracking numbers are below:

1Z6838190255944788

1Z6838190255882390

1Z6838190255261408

1Z6838190257117810

1Z6838190255127625

Attachment I is particularly large. It is being sent to you on a DVD via FedEx (tracking #7731 7797 3877). It should arrive tomorrow.

List of Attachments referenced in Full Report:

Attachment A – Excerpts from User Guide

Attachment B Rev1 – Incident summary with new incidents from Aug 2018

Attachment C – Locking Label on lid

Attachment D – Slip Sheet (instruction sheet drop in)

Attachment E – revised User Guide

Attachment F – Magnet height diagram

Attachment G – new Caution information on lid

Attachment H – List of US retailers

Attachment I – Full incident records with photos, emails, voice recordings (where available)

Attachment J – Claim files from our outside Counsel

Attachment K – Global distribution of product

Attachment L – Testing

Attachment M – Marketing materials

Attachment N – Drawings

Attachment O – Video for Locking Lid

Thanks,

Dave

David Galambos | Senior Regulatory Manager | **Newell Brands**

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Office: 2675 Woodward Road Cuyahoga Falls, Ohio 44221 | direct: 1.330.283.1136



From: Brown, Christopher [<mailto:CJBrown@cpsc.gov>]
Sent: Friday, August 24, 2018 9:10 AM
To: Galambos, Dave <Dave.Galambos@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker Full Report Request

Good morning David,

Please see the attached request. Ensure complete responses for items 1-26 and samples are provided by COB 9/10/18. In addition, provide all of the photos, digital media, voice recordings, emails and social media exchanges associated with the incidents and injuries the Firm reported.

Let me know if you have any questions.

Regards,
Chris

Christopher J. Brown
Compliance Officer
U.S. Consumer Product Safety Commission
Defect Investigations Division
4330 East West Highway, Room 610-10
Bethesda, MD 20814
301-504-7531 – Office

From: Galambos, Dave [<mailto:Dave.Galambos@newellco.com>]
Sent: Wednesday, August 22, 2018 2:41 PM
To: Brown, Christopher <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker

Hi Chris,

As requested, attached is the Initial Section 15(b) Report for the Crock-Pot® 6.0-Quart Express Crock Multi-Cooker.

Attachment A (Instructions Excerpts) is not confidential.

Attachment B (Incident Data) is confidential.

Please let me know if you have any questions or concerns.

Thanks,
Dave

David Galambos | Senior Regulatory Manager | **Newell Brands**

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Office: 2675 Woodward Road Cuyahoga Falls, Ohio 44221 | direct: 1.330.283.1136

Corporate Office: 6655 Peachtree-Dunwoody Road NE Atlanta, Georgia 30328

Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Brown, Christopher [<mailto:CJBrown@cpsc.gov>]
Sent: Thursday, August 9, 2018 8:00 AM
To: Galambos, Dave <Dave.Galambos@newellco.com>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker

Good morning Dave,

The link below takes you through the process of filing an initial report. The Firm can also put the same information into letter/report format and e-mail it to the agency. Either is acceptable.

<https://www.cpsc.gov/business--manufacturing/recall-guidance/how-to-conduct-a-recall/filing-an-online-initial-section-15b-report>

Completing this process quickly is best both for the Firm and consumers. This link details the Firm's reporting responsibilities.

<https://www.cpsc.gov/Business--Manufacturing/Recall-Guidance/Duty-to-Report-to-the-CPSC-Your-Rights-and-Responsibilities>

Let me know if you have any questions.

Regards,
Chris

Christopher J. Brown
Compliance Officer
U.S. Consumer Product Safety Commission
Defect Investigations Division
4330 East West Highway, Room 610-10
Bethesda, MD 20814
301-504-7531 – Office

From: Galambos, Dave [<mailto:Dave.Galambos@newellco.com>]
Sent: Wednesday, August 08, 2018 3:43 PM
To: Brown, Christopher <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker

Hi Chris,

Can you be a little bit more specific on what additional information you would like to see?
I remember you mentioned incident details and unit sales. Anything else?

I will be out of the office on Friday and it may take our team more than Thursday to gather everything. Several supporting team member will also be out of the office on Friday.
I will do my best, but will likely not have it all pulled together until early next week. Will that work?

Thanks,
Dave

David Galambos | Senior Regulatory Manager | **Newell Brands**
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Corporate Office: 6655 Peachtree-Dunwoody Road NE Atlanta, Georgia 30328
Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Brown, Christopher [<mailto:CJBrown@cpsc.gov>]
Sent: Wednesday, August 8, 2018 11:07 AM
To: Galambos, Dave <Dave.Galambos@newellco.com>
Subject: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker

Good morning David,

Thank you for taking some of your time to discuss this with me earlier. As discussed, I received the Firm's attached letter. Please provide the appropriate initial supplemental information this week. If you have any questions please contact me.

Regards,
Chris

Christopher J. Brown
Compliance Officer
U.S. Consumer Product Safety Commission

Defect Investigations Division
4330 East West Highway, Room 610-10
Bethesda, MD 20814
301-504-7531 – Office

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<http://www.cpsc.gov/en/Newsroom/Subscribe> *****!!!

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From: [Williams, Joseph](#)
To: [Brown, Christopher](#)
Subject: Declined: Pressure Cooker Follow Up
Start: Thursday, March 14, 2019 3:00:00 PM
End: Thursday, March 14, 2019 3:45:00 PM
Location: Conference Room 610C - HQ (capacity 10)

I will not be available during this time. I've spoken with Blake and you should go ahead without me. Thanks.

From: [Wood, Julie](#) on behalf of [Conference Room 610C - HQ \(capacity 10\)](#)
To: [Brown, Christopher](#)
Subject: Accepted: Brown, Christopher
Start: Thursday, March 14, 2019 3:00:00 PM
End: Thursday, March 14, 2019 3:45:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Kaye, Robert](#)
To: [Brown, Christopher](#)
Subject: RE: Pressure Cooker Follow Up
Date: Wednesday, March 13, 2019 10:27:49 AM

No problem.

From: Brown, Christopher
Sent: Wednesday, March 13, 2019 9:40 AM
To: Kaye, Robert <RKaye@cpsc.gov>
Cc: Williams, Joseph <JFWilliams@cpsc.gov>
Subject: RE: Pressure Cooker Follow Up

Good morning Rob,

I just arrived and given the short window and other staff availability, I had to push it to tomorrow.

Regards,

Chris

From: Kaye, Robert
Sent: Wednesday, March 13, 2019 8:45 AM
To: Brown, Christopher <CJBrown@cpsc.gov>
Subject: RE: Pressure Cooker Follow Up

Chris – I just learned I am going to need to leave at 2 today. Any chance we could do this earlier in the day?

-----Original Appointment-----

From: Brown, Christopher
Sent: Friday, March 08, 2019 12:48 PM
To: Brown, Christopher; Kaye, Robert; Rose, Blake; Vice, Daniel; Williams, Joseph; Tarnoff, Howard; Boniface, Duane
Subject: Pressure Cooker Follow Up
When: Wednesday, March 13, 2019 3:00 PM-3:45 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Conference Room 610C - HQ (capacity 10)

From: [Rose, Blake](#)
To: [Brown, Christopher](#)
Subject: Accepted: Pressure Cooker Follow Up
Start: Thursday, March 14, 2019 3:00:00 PM
End: Thursday, March 14, 2019 3:45:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Tarnoff, Howard](#)
To: [Brown, Christopher](#)
Subject: Accepted: Pressure Cooker Follow Up
Start: Thursday, March 14, 2019 3:00:00 PM
End: Thursday, March 14, 2019 3:45:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Kaye, Robert](#)
To: [Brown, Christopher](#)
Subject: Accepted: Pressure Cooker Follow Up
Start: Thursday, March 14, 2019 3:00:00 PM
End: Thursday, March 14, 2019 3:45:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Vice, Daniel](#)
To: [Brown, Christopher](#)
Subject: Accepted: Pressure Cooker Follow Up
Start: Thursday, March 14, 2019 3:00:00 PM
End: Thursday, March 14, 2019 3:45:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Conference Room 610C - HQ \(capacity 10\)](#)
To: [Brown, Christopher](#)
Subject: Tentative: Pressure Cooker Follow Up
Start: Thursday, March 14, 2019 3:00:00 PM
End: Thursday, March 14, 2019 3:45:00 PM
Location: Conference Room 610C - HQ (capacity 10)

Your request was received and is pending approval.

If you require additional resources for your meeting (projectors, laptops, facilities support, etc), click "Forward", address it to the Help Desk, and enter your request at the top of the message. If this meeting will have attendees from outside CPSC, enter them into the visitor registration application at https://cpscnet.cpsc.gov/cgi-bin/dotnetapps/Visitor_Registration/Pages/meetinglist.aspx.

Sent by Microsoft Exchange Server 2016

From: [Kaye, Robert](#)
To: [Brown, Christopher](#)
Subject: RE: Pressure Cooker Follow Up
Date: Wednesday, March 13, 2019 8:45:20 AM

Chris – I just learned I am going to need to leave at 2 today. Any chance we could do this earlier in the day?

-----Original Appointment-----

From: Brown, Christopher

Sent: Friday, March 08, 2019 12:48 PM

To: Brown, Christopher; Kaye, Robert; Rose, Blake; Vice, Daniel; Williams, Joseph; Tarnoff, Howard; Boniface, Duane

Subject: Pressure Cooker Follow Up

When: Wednesday, March 13, 2019 3:00 PM-3:45 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Conference Room 610C - HQ (capacity 10)

Brown, Christopher

From: Boniface, Duane
Sent: Friday, March 08, 2019 4:18 PM
To: Brown, Christopher
Subject: Accepted: Pressure Cooker Follow Up

From: [Kaye, Robert](#)
To: [Brown, Christopher](#)
Subject: RE: Pressure Cooker Follow Up
Date: Friday, March 08, 2019 1:10:35 PM

Chris – I can make this work – any chance we could do 2:30?

-----Original Appointment-----

From: Brown, Christopher

Sent: Friday, March 08, 2019 12:48 PM

To: Kaye, Robert; Rose, Blake; Vice, Daniel; Williams, Joseph; Tarnoff, Howard; Boniface, Duane

Subject: Pressure Cooker Follow Up

When: Wednesday, March 13, 2019 3:00 PM-3:45 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Conference Room 610C - HQ (capacity 10)

From: [Wood, Julie](#)
To: [Brown, Christopher](#)
Subject: Automatic reply: Pressure Cooker Follow Up
Date: Friday, March 08, 2019 12:48:08 PM

I am currently out of the office and will return on Monday.

From: [Williams, Joseph](#)
To: [Brown, Christopher](#)
Subject: Pressure cookers meeting
Date: Friday, March 08, 2019 11:54:43 AM

Hi Chris,

(b)(5)

Joseph F. Williams CFEI, CVFI
Supervisory Compliance Officer
Defect Investigations Division
U.S. Consumer Product Safety Commission
(301) 504-7585
JFWilliams@cpsc.gov

The opinions and information expressed in this email are the author's and do not necessarily reflect those of U.S. Consumer Product Safety Commission.

From: [Tarnoff, Howard](#)
To: [Brown, Christopher](#)
Subject: Accepted: FW: Pressure Cooker Case(s) Discussion
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Microsoft Outlook](#) on behalf of [Kaye, Robert](#)
To: [Brown, Christopher](#)
Subject: Meeting Forward Notification: Pressure Cooker Case(s) Discussion
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

Your meeting was forwarded

Kaye, Robert has forwarded your meeting request to additional recipients.

Meeting Pressure Cooker Case(s) Discussion

Meeting Time Friday, March 8, 2019 11:00 AM-12:00 PM.

Recipients Tarnoff, Howard

All times listed are in the following time zone: (UTC-05:00) Eastern Time (US & Canada)

Sent by Microsoft Exchange Server

From: [Williams, Joseph](#)
To: [Brown, Christopher](#)
Subject: Accepted: Pressure Cooker Case(s) Discussion
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

Will call in

From: [Kaye, Robert](#)
To: [Brown, Christopher](#)
Subject: Accepted: Pressure Cooker Case(s) Discussion
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Rose, Blake](#)
To: [Brown, Christopher](#)
Subject: Tentative: Pressure Cooker Case(s) Discussion
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

I will need to call in (telework day).

From: [Vice, Daniel](#)
To: [Brown, Christopher](#)
Subject: Accepted: Pressure Cooker Case(s) Discussion
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Wood, Julie](#) on behalf of [Conference Room 610C - HQ \(capacity 10\)](#)
To: [Brown, Christopher](#)
Subject: Accepted: Brown, Christopher
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Conference Room 610C - HQ \(capacity 10\)](#)
To: [Brown, Christopher](#)
Subject: Tentative: Pressure Cooker Case(s) Discussion
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

Your request was received and is pending approval.

If you require additional resources for your meeting (projectors, laptops, facilities support, etc), click "Forward", address it to the Help Desk, and enter your request at the top of the message. If this meeting will have attendees from outside CPSC, enter them into the visitor registration application at https://cpscnet.cpsc.gov/cgi-bin/dotnetapps/Visitor_Registration/Pages/meetinglist.aspx.

Sent by Microsoft Exchange Server 2016

From: [Donahue, Shaina](#)
To: [Brown, Christopher](#)
Subject: Fwd: Amazon Customer Reviews - Letter - Crock-Pot 6 Qt 8-in-1 Multi-Use Express Crock Programmable Slow Cooker
Date: Tuesday, March 05, 2019 4:56:03 PM
Attachments: [image001.png](#)

Can you help clarify the year?

Begin forwarded message:

From: (b)(6) <[REDACTED]@amazon.com>
Date: March 5, 2019 at 4:34:37 PM EST
To: "Donahue, Shaina" <SDonahue@cpsc.gov>
Subject: RE: Amazon Customer Reviews - Letter - Crock-Pot 6 Qt 8-in-1 Multi-Use Express Crock Programmable Slow Cooker

Hi Shaina,

Can you confirm 1/17/18? Or was it 2019? Having some issues finding this particular review in my records.

Thank you kindly, have a most wonderful day!

(b)(6)
[REDACTED]

Product Safety Analyst



From: Donahue, Shaina <SDonahue@cpsc.gov>
Sent: Tuesday, March 05, 2019 12:46 PM
To: 'cpsc-inquiries@amazon.com' <cpsc-inquiries@amazon.com>
Cc: Morelli-Linen, Renee <RMorelli@cpsc.gov>; Mach, Michelle <MMach@cpsc.gov>
Subject: Amazon Customer Reviews - Letter - Crock-Pot 6 Qt 8-in-1 Multi-Use Express Crock Programmable Slow Cooker

Good Morning,

The CPSC is interested in a report from [Amazon.com](https://www.amazon.com) involving the “ **Crock-Pot 6 Qt 8-in-1 Multi-Use Express Crock Programmable Slow Cooker, Pressure Cooker, Sauté,**

and Steamer, Stainless Steel.”

The web page for this product is: www.amazon.com/dp/B074PHL51Y

On 1/17/18, a consumer reported the following (link to review unavailable):

“I was provided a number for Crok Pot which was a total waste of automated reroutesthe very night I received from Amazon attempted to cook chicken breast. After cooking for 10 minutes went to release pressure value and the top blew off send scolding water everywhere and leaving me with second degree burns on my shoulder and neck. After calling Amazon 4 times, twice over seas call center. Finally after reaching someone from the US was guarantied that this was a serious nature and someone would return a call to the next business day, never happened. I was provided a number for Crok Pot which was a total waste of automated reroutes. I have read and reread owners manual, it states will not heat if cover is not on properly installed it too says cover will lock into place and not open if contents are to hot. This is my experience with this product and Amazons follow up!”

Additional information I have available is:

Model: SCCPPC600V1

I attached a letter and request this letter be sent to this consumer as the CPSC would like to obtain additional information regarding the incident.

I can be reached via email at sdonahue@cpsc.gov or by telephone at 240-638-6957.

Thank you,

Shaina Donahue
Investigative Research Analyst
U.S. Consumer Product Safety Commission
240-638-6957

*****!!! Unless otherwise stated, any views or opinions expressed in this e-mail (and any attachments) are solely those of the author and do not necessarily represent those of the U.S. Consumer Product Safety Commission. Copies of product recall and product safety information can be sent to you automatically via Internet e-mail, as they are released by CPSC. To subscribe or unsubscribe to this service go to the following web page:

<http://www.cpsc.gov/en/Newsroom/Subscribe> *****!!!

Email secured by Check Point

From: [Donahue, Shaina](#)
To: [Brown, Christopher](#)
Subject: RE: Amazon Follow Up Request
Date: Tuesday, March 05, 2019 3:36:12 PM

(b)(5)

From: Brown, Christopher
Sent: Tuesday, March 05, 2019 3:30 PM
To: Donahue, Shaina <SDonahue@cpsc.gov>
Subject: Amazon Follow Up Request

Hi Shaina,

Can you reach out to Amazon and attempt to get contact info for Incident: Y1923718A.

Thanks
Chris

Christopher J. Brown
Compliance Officer
U.S. Consumer Product Safety Commission
Defect Investigations Division
4330 East West Highway, Room 610-16
Bethesda, MD 20814
301-504-7531 – Office

From: [Wood, Julie](#) on behalf of [Conference Room 610C - HQ \(capacity 10\)](#)
To: [Brown, Christopher](#)
Subject: Accepted: Brown, Christopher
Start: Thursday, March 14, 2019 2:00:00 PM
End: Thursday, March 14, 2019 2:45:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Kaye, Robert](#)
To: [Brown, Christopher](#)
Subject: Accepted: Pressure Cooker Case(s) Discussion
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Wood, Julie](#) on behalf of [Conference Room 610C - HQ \(capacity 10\)](#)
To: [Brown, Christopher](#)
Subject: Accepted: Brown, Christopher
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Conference Room 610C - HQ \(capacity 10\)](#)
To: [Brown, Christopher](#)
Subject: Tentative: Pressure Cooker Case(s) Discussion
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

Your request was received and is pending approval.

If you require additional resources for your meeting (projectors, laptops, facilities support, etc), click "Forward", address it to the Help Desk, and enter your request at the top of the message. If this meeting will have attendees from outside CPSC, enter them into the visitor registration application at https://cpscnet.cpsc.gov/cgi-bin/dotnetapps/Visitor_Registration/Pages/meetinglist.aspx.

Sent by Microsoft Exchange Server 2016

From: [Kaye, Robert](#)
To: [Brown, Christopher](#)
Subject: Accepted: Pressure Cooker Case(s) Discussion
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Clair, Frederica](#) on behalf of [Conference Room 610C - HQ \(capacity 10\)](#)
To: [Brown, Christopher](#)
Subject: Accepted: Brown, Christopher
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Williams, Joseph](#)
To: [Brown, Christopher](#)
Subject: Accepted: Pressure Cooker Case(s) Discussion
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

Withheld pursuant to exemption

Not Responsive

of the Freedom of Information Act

Withheld pursuant to exemption

Not Responsive

of the Freedom of Information Act

From: [Vice, Daniel](#)
To: [Brown, Christopher](#)
Subject: Accepted: Pressure Cooker Case(s) Discussion
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Wood, Julie](#)
To: [Brown, Christopher](#)
Subject: Automatic reply: Pressure Cooker Case(s) Discussion
Date: Tuesday, February 19, 2019 11:52:27 AM

I am currently out of the office. I will return on Wed., Feb. 20th.

From: [Conference Room 610C - HQ \(capacity 10\)](#)
To: [Brown, Christopher](#)
Subject: Tentative: Pressure Cooker Case(s) Discussion
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

Your request was received and is pending approval.

If you require additional resources for your meeting (projectors, laptops, facilities support, etc), click "Forward", address it to the Help Desk, and enter your request at the top of the message. If this meeting will have attendees from outside CPSC, enter them into the visitor registration application at https://cpscnet.cpsc.gov/cgi-bin/dotnetapps/Visitor_Registration/Pages/meetinglist.aspx.

Sent by Microsoft Exchange Server 2016

From: [Rose, Blake](#)
To: [Brown, Christopher](#)
Subject: Automatic reply: Pressure Cooker Case(s) Discussion
Date: Tuesday, February 19, 2019 11:52:24 AM

I will be out of the office until Friday, March 1. For urgent matters that cannot wait until my return, contact Joe Williams.

From: [Rose, Blake](#)
To: [Brown, Christopher](#)
Subject: Declined: Pressure Cooker Case(s) Discussion
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

Out of the office, but proceed without me.

From: [Conference Room 610C - HQ \(capacity 10\)](#)
To: [Brown, Christopher](#)
Subject: Tentative: Pressure Cooker Case(s) Discussion
Start: Friday, March 08, 2019 11:00:00 AM
End: Friday, March 08, 2019 12:00:00 PM
Location: Conference Room 610C - HQ (capacity 10)

Your request was received and is pending approval.

If you require additional resources for your meeting (projectors, laptops, facilities support, etc), click "Forward", address it to the Help Desk, and enter your request at the top of the message. If this meeting will have attendees from outside CPSC, enter them into the visitor registration application at https://cpscnet.cpsc.gov/cgi-bin/dotnetapps/Visitor_Registration/Pages/meetinglist.aspx.

Sent by Microsoft Exchange Server 2016

From: [Galambos, Dave](#)
To: [Brown, Christopher](#)
Cc: [Beckstrom, Sean](#)
Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)
Date: Monday, January 28, 2019 10:52:54 AM
Attachments: [image001.png](#)
[image003.png](#)
[Supplemental Information to Section 15\(b\) Full Report Crock Pot 6 Qt Express Pot Multi-Cooker.pdf](#)
[Attachment P Incident Summary .xlsx](#)
[Attachment R.pdf](#)
[Attachment T Lid Torque.pdf](#)

Hi Chris,

Now that the government shutdown is over and the CPSC is back to work, I am submitting the information you requested that Sunbeam was prepared to provide on January 4, 2019. As describe in the email below, I held off submitting this on January 4 because the Filemover links were likely to expire if not accessed within 7 days of January 4, 2019.

Enclosed is the Sunbeam response and the related attachments. Large data files are in the links below.

Attachment Q - Please access the link within 7 days because link will expire
<https://atropos.newellco.com/filestore/getLink.php?HASH=b2ec95ca2d1c918ecdbca4a564af03fa>

Attachment S – Please access the link within 7 days because link will expire
<https://atropos.newellco.com/filestore/getLink.php?HASH=958cd79d55c3d8fb4c7691f56882ed11>

Thanks,
Dave

David Galambos | Senior Regulatory Manager | **Newell Brands**
Always render more and better service than is expected of you, no matter what your task may be.
Office: 2675 Woodward Road Cuyahoga Falls, Ohio 44221 | direct: 1.330.283.1136
Corporate Office: 6655 Peachtree-Dunwoody Road NE Atlanta, Georgia 30328
Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Galambos, Dave
Sent: Friday, January 4, 2019 6:19 PM
To: Brown, Christopher <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)

Hi Chris,

With the CPSC currently closed due to the partial government shutdown, I am holding our reply until your offices reopen.

Many of the requested documents will be transmitted electronically via our corporate file mover and

I am concerned that the links, which expire in 3 days, may expire before you are able to access the information.

I look forward to a speedy reopening of your offices.

Thanks,
Dave

David Galambos | Senior Regulatory Manager | **Newell Brands**
Always render more and better service than is expected of you, no matter what your task may be.
Office: 2675 Woodward Road Cuyahoga Falls, Ohio 44221 | direct: 1.330.283.1136
Corporate Office: 6655 Peachtree-Dunwoody Road NE Atlanta, Georgia 30328
Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Brown, Christopher [<mailto:CJBrown@cpsc.gov>]
Sent: Thursday, December 20, 2018 8:11 AM
To: Galambos, Dave <Dave.Galambos@newellco.com>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)

Good afternoon Dave,

I look forward to receiving the information by COB 1/4/19.

Regards,
Chris

Christopher J. Brown
Compliance Officer
U.S. Consumer Product Safety Commission
Defect Investigations Division
4330 East West Highway, Room 610-10
Bethesda, MD 20814
301-504-7531 – Office

From: Galambos, Dave [<mailto:Dave.Galambos@newellco.com>]
Sent: Wednesday, December 19, 2018 4:06 PM
To: Brown, Christopher <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)

Hi Chris,

Our Crock Pot team is working on your request and we have gathered several items already. However, due to the upcoming holidays, we are operating on a skeleton crew and have limited resources to accomplish all of the items in your request.

I hope the new links for Attachments J, M and O arrived and you were able to access them. Please let me know if you had any issues or need new links sent if you weren't able to access them within 7 days.

Our current plan is to provide the remainder of the requested information by January 4, 2019.

Thank you for your understanding on our delayed response.
Please let me know if you have any questions or concerns.

Happy Holidays.

Thanks,
Dave

David Galambos | Senior Regulatory Manager | **Newell Brands**
Always render more and better service than is expected of you, no matter what your task may be.
Office: 2675 Woodward Road Cuyahoga Falls, Ohio 44221 | direct: 1.330.283.1136
Corporate Office: 6655 Peachtree-Dunwoody Road NE Atlanta, Georgia 30328
Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Brown, Christopher [<mailto:CJBrown@cpsc.gov>]
Sent: Wednesday, December 12, 2018 9:36 AM
To: Galambos, Dave <Dave.Galambos@newellco.com>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)

Good morning Dave,

By COB 12/19/18 please provide the following:

- Attachments J,M,and O
- An updated incident claims spreadsheet
- All claims related documents
- All expert reports
- All testing conducted by the Firm
- Documentation of the amount of force required to open the lid when under pressure
- Any corrective actions the Firm is taking or is planning to take

Let me know if you have any questions.
Regards,

Chris

Christopher J. Brown
Compliance Officer
U.S. Consumer Product Safety Commission
Defect Investigations Division
4330 East West Highway, Room 610-10
Bethesda, MD 20814
301-504-7531 – Office

From: Galambos, Dave [<mailto:Dave.Galambos@newellco.com>]
Sent: Monday, September 10, 2018 8:59 PM
To: Brown, Christopher <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)

Hi Chris,

Enclosed are Attachments A through O that are referenced in the Section 15(b) Full Report.

Attachment J – Claims Documents (link below expires in 7 days)
<https://atopos.newellco.com/filestore/getLink.php?HASH=53762b6eb1753d83ff272990c109ff85>

Attachment M – Marketing Materials (link below expires in 7 days)
<https://atopos.newellco.com/filestore/getLink.php?HASH=a6284c3e43568af18ee1d818e2c04cb4>

Attachment O – Video Lid Lock (link below expires in 7 days)
<https://atopos.newellco.com/filestore/getLink.php?HASH=f1563e5c52cc1d44ef5511abdb0d795>

Please let me know if you have any trouble opening these Attachments.

Thanks,
Dave

David Galambos | Senior Regulatory Manager | **Newell Brands**
Always render more and better service than is expected of you, no matter what your task may be.
Office: 2675 Woodward Road Cuyahoga Falls, Ohio 44221 | direct: 1.330.283.1136
Corporate Office: 6655 Peachtree-Dunwoody Road NE Atlanta, Georgia 30328
Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Galambos, Dave
Sent: Monday, September 10, 2018 5:12 PM
To: 'Brown, Christopher' <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker Full Report Request

Hi Chris,

As requested, attached is Sunbeam's Section 15(b) Full Report.
The Full Report makes reference to the List of Attachments below. Due to the size of the files, they will be sent in a separate email(s).

Sunbeam regards the information contained in the Full Report and its Attachments as confidential commercial information and exempt from public disclosure under both the Freedom of Information Act and Section 6(b) of the CPSA.

The (2) consumer returned samples and the (3) new product samples have been shipped to your attention. The tracking numbers are below:

1Z6838190255944788
1Z6838190255882390
1Z6838190255261408
1Z6838190257117810
1Z6838190255127625

Attachment I is particularly large. It is being sent to you on a DVD via FedEx (tracking #7731 7797 3877). It should arrive tomorrow.

List of Attachments referenced in Full Report:

Attachment A – Excerpts from User Guide
Attachment B Rev1 – Incident summary with new incidents from Aug 2018
Attachment C – Locking Label on lid
Attachment D – Slip Sheet (instruction sheet drop in)
Attachment E – revised User Guide
Attachment F – Magnet height diagram
Attachment G – new Caution information on lid
Attachment H – List of US retailers
Attachment I – Full incident records with photos, emails, voice recordings (where available)
Attachment J – Claim files from our outside Counsel
Attachment K – Global distribution of product
Attachment L – Testing
Attachment M – Marketing materials
Attachment N – Drawings
Attachment O – Video for Locking Lid

Thanks,
Dave

David Galambos | Senior Regulatory Manager | **Newell Brands**
Always render more and better service than is expected of you, no matter what your task may be.
Office: 2675 Woodward Road Cuyahoga Falls, Ohio 44221 | direct: 1.330.283.1136
Corporate Office: 6655 Peachtree-Dunwoody Road NE Atlanta, Georgia 30328
Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Brown, Christopher [<mailto:CJBrown@cpsc.gov>]
Sent: Friday, August 24, 2018 9:10 AM
To: Galambos, Dave <Dave.Galambos@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker Full Report Request

Good morning David,

Please see the attached request. Ensure complete responses for items 1-26 and samples are provided by COB 9/10/18. In addition, provide all of the photos, digital media, voice recordings, emails and social media exchanges associated with the incidents and injuries the Firm reported.

Let me know if you have any questions.

Regards,
Chris

Christopher J. Brown
Compliance Officer
U.S. Consumer Product Safety Commission
Defect Investigations Division
4330 East West Highway, Room 610-10
Bethesda, MD 20814
301-504-7531 – Office

From: Galambos, Dave [<mailto:Dave.Galambos@newellco.com>]
Sent: Wednesday, August 22, 2018 2:41 PM
To: Brown, Christopher <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker

Hi Chris,

As requested, attached is the Initial Section 15(b) Report for the Crock-Pot® 6.0-Quart Express Crock

Multi-Cooker.

Attachment A (Instructions Excerpts) is not confidential.

Attachment B (Incident Data) is confidential.

Please let me know if you have any questions or concerns.

Thanks,

Dave

David Galambos | Senior Regulatory Manager | **Newell Brands**

Always render more and better service than is expected of you, no matter what your task may be.

Office: 2675 Woodward Road Cuyahoga Falls, Ohio 44221 | direct: 1.330.283.1136

Corporate Office: 6655 Peachtree-Dunwoody Road NE Atlanta, Georgia 30328

Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Brown, Christopher [<mailto:CJBrown@cpsc.gov>]

Sent: Thursday, August 9, 2018 8:00 AM

To: Galambos, Dave <Dave.Galambos@newellco.com>

Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>

Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker

Good morning Dave,

The link below takes you through the process of filing an initial report. The Firm can also put the same information into letter/report format and e-mail it to the agency. Either is acceptable.

<https://www.cpsc.gov/business--manufacturing/recall-guidance/how-to-conduct-a-recall/filing-an-online-initial-section-15b-report>

Completing this process quickly is best both for the Firm and consumers. This link details the Firm's reporting responsibilities.

<https://www.cpsc.gov/Business--Manufacturing/Recall-Guidance/Duty-to-Report-to-the-CPSC-Your-Rights-and-Responsibilities>

Let me know if you have any questions.

Regards,

Chris

Christopher J. Brown

Compliance Officer

U.S. Consumer Product Safety Commission

Defect Investigations Division

4330 East West Highway, Room 610-10

Bethesda, MD 20814

From: Galambos, Dave [<mailto:Dave.Galambos@newellco.com>]

Sent: Wednesday, August 08, 2018 3:43 PM

To: Brown, Christopher <CJBrown@cpsc.gov>

Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>

Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker

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From: [Galambos, Dave](#)
To: [Brown, Christopher](#)
Cc: [Beckstrom, Sean](#)
Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)
Date: Friday, January 04, 2019 6:19:15 PM
Attachments: [image002.png](#)
[image003.png](#)

Hi Chris,

With the CPSC currently closed due to the partial government shutdown, I am holding our reply until your offices reopen.

Many of the requested documents will be transmitted electronically via our corporate file mover and I am concerned that the links, which expire in 7 days, may expire before you are able to access the information.

I look forward to a speedy reopening of your offices.

Thanks,
Dave

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Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Brown, Christopher [mailto:CJBrown@cpsc.gov]
Sent: Thursday, December 20, 2018 8:11 AM
To: Galambos, Dave <Dave.Galambos@newellco.com>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)

Good afternoon Dave,

I look forward to receiving the information by COB 1/4/19.

Regards,
Chris

Christopher J. Brown
Compliance Officer
U.S. Consumer Product Safety Commission
Defect Investigations Division
4330 East West Highway, Room 610-10

Bethesda, MD 20814
301-504-7531 – Office

From: Galambos, Dave [<mailto:Dave.Galambos@newellco.com>]
Sent: Wednesday, December 19, 2018 4:06 PM
To: Brown, Christopher <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)

Hi Chris,

Our Crock Pot team is working on your request and we have gathered several items already. However, due to the upcoming holidays, we are operating on a skeleton crew and have limited resources to accomplish all of the items in your request.

I hope the new links for Attachments J, M and O arrived and you were able to access them. Please let me know if you had any issues or need new links sent if you weren't able to access them within 7 days.

Our current plan is to provide the remainder of the requested information by January 4, 2019.

Thank you for your understanding on our delayed response.
Please let me know if you have any questions or concerns.

Happy Holidays.

Thanks,
Dave

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Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Brown, Christopher [<mailto:CJBrown@cpsc.gov>]
Sent: Wednesday, December 12, 2018 9:36 AM
To: Galambos, Dave <Dave.Galambos@newellco.com>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)

Good morning Dave,

By COB 12/19/18 please provide the following:

- Attachments J,M,and O
- An updated incident claims spreadsheet
- All claims related documents
- All expert reports
- All testing conducted by the Firm
- Documentation of the amount of force required to open the lid when under pressure
- Any corrective actions the Firm is taking or is planning to take

Let me know if you have any questions.

Regards,

Chris

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U.S. Consumer Product Safety Commission
Defect Investigations Division
4330 East West Highway, Room 610-10
Bethesda, MD 20814
301-504-7531 – Office

From: Galambos, Dave [<mailto:Dave.Galambos@newellco.com>]
Sent: Monday, September 10, 2018 8:59 PM
To: Brown, Christopher <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)

Hi Chris,

Enclosed are Attachments A through O that are referenced in the Section 15(b) Full Report.

Attachment J – Claims Documents (link below expires in 7 days)
<https://atropos.newellco.com/filestore/getLink.php?HASH=53762b6eb1753d83ff272990c109ff85>

Attachment M – Marketing Materials (link below expires in 7 days)
<https://atropos.newellco.com/filestore/getLink.php?HASH=a6284c3e43568af18ee1d818e2c04cb4>

Attachment O – Video Lid Lock (link below expires in 7 days)
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From: Galambos, Dave
Sent: Monday, September 10, 2018 5:12 PM
To: 'Brown, Christopher' <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker Full Report Request

Hi Chris,

As requested, attached is Sunbeam's Section 15(b) Full Report.
The Full Report makes reference to the List of Attachments below. Due to the size of the files, they will be sent in a separate email(s).

Sunbeam regards the information contained in the Full Report and its Attachments as confidential commercial information and exempt from public disclosure under both the Freedom of Information Act and Section 6(b) of the CPSA.

The (2) consumer returned samples and the (3) new product samples have been shipped to your attention. The tracking numbers are below:

1Z6838190255944788
1Z6838190255882390
1Z6838190255261408
1Z6838190257117810
1Z6838190255127625

Attachment I is particularly large. It is being sent to you on a DVD via FedEx (tracking #7731 7797 3877). It should arrive tomorrow.

List of Attachments referenced in Full Report:

Attachment A – Excerpts from User Guide
Attachment B Rev1 – Incident summary with new incidents from Aug 2018

Attachment C – Locking Label on lid
Attachment D – Slip Sheet (instruction sheet drop in)
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Attachment K – Global distribution of product
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Attachment O – Video for Locking Lid

Thanks,
Dave

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Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Brown, Christopher [<mailto:CJBrown@cpsc.gov>]
Sent: Friday, August 24, 2018 9:10 AM
To: Galambos, Dave <Dave.Galambos@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker Full Report Request

Good morning David,

Please see the attached request. Ensure complete responses for items 1-26 and samples are provided by COB 9/10/18. In addition, provide all of the photos, digital media, voice recordings, emails and social media exchanges associated with the incidents and injuries the Firm reported.

Let me know if you have any questions.

Regards,
Chris

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Compliance Officer
U.S. Consumer Product Safety Commission
Defect Investigations Division
4330 East West Highway, Room 610-10
Bethesda, MD 20814

From: Galambos, Dave [<mailto:Dave.Galambos@newellco.com>]
Sent: Wednesday, August 22, 2018 2:41 PM
To: Brown, Christopher <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker

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Date: Wednesday, December 19, 2018 4:06:02 PM
Attachments: [image002.png](#)
[image003.png](#)

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<https://www.cpsc.gov/Business--Manufacturing/Recall-Guidance/Duty-to-Report-to-the-CPSC-Your-Rights-and-Responsibilities>

Let me know if you have any questions.

Regards,
Chris

Christopher J. Brown
Compliance Officer
U.S. Consumer Product Safety Commission
Defect Investigations Division
4330 East West Highway, Room 610-10
Bethesda, MD 20814
301-504-7531 – Office

From: Galambos, Dave [<mailto:Dave.Galambos@newellco.com>]
Sent: Wednesday, August 08, 2018 3:43 PM
To: Brown, Christopher <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker

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Thanks,
Dave

David Galambos | Senior Regulatory Manager | **Newell Brands**
Always render more and better service than is expected of you, no matter what your task may be.
Office: 2675 Woodward Road Cuyahoga Falls, Ohio 44221 | direct: 1.330.283.1136
Corporate Office: 6655 Peachtree-Dunwoody Road NE Atlanta, Georgia 30328
Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



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Sent: Wednesday, August 8, 2018 11:07 AM
To: Galambos, Dave <Dave.Galambos@newellco.com>
Subject: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker

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From: [Galambos, Dave](#)
To: [Brown, Christopher](#)
Cc: [Beckstrom, Sean](#)
Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)
Date: Wednesday, December 12, 2018 11:57:34 AM
Attachments: [image001.png](#)

Hi Chris,

The links have been recreated. Let me know if you have any issues opening these.
I am assuming that the links expired before you could assess them. No worries...here are new links.

Attachment J – Claims Documents (link below expires in 7 days)

<https://atropos.newellco.com/filestore/getLink.php?HASH=53762b6eb1753d83ff272990c109ff85>

Attachment M – Marketing Materials (link below expires in 7 days)

<https://atropos.newellco.com/filestore/getLink.php?HASH=a6284c3e43568af18ee1d818e2c04cb4>

Attachment O – Video Lid Lock (link below expires in 7 days)

<https://atropos.newellco.com/filestore/getLink.php?HASH=f1563e5c52cc1d44ef5511abdb0d795>

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By COB 12/19/18 please provide the following:

- Attachments J,M,and O
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- All claims related documents
- All expert reports
- All testing conducted by the Firm
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- Any corrective actions the Firm is taking or is planning to take

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To: 'Brown, Christopher' <CJBrown@cpsc.gov>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker Full Report Request

Hi Chris,

As requested, attached is Sunbeam's Section 15(b) Full Report.
The Full Report makes reference to the List of Attachments below. Due to the size of the files, they will be sent in a separate email(s).

Sunbeam regards the information contained in the Full Report and its Attachments as confidential commercial information and exempt from public disclosure under both the Freedom of Information Act and Section 6(b) of the CPSA.

The (2) consumer returned samples and the (3) new product samples have been shipped to your attention. The tracking numbers are below:

1Z6838190255944788
1Z6838190255882390
1Z6838190255261408
1Z6838190257117810
1Z6838190255127625

Attachment I is particularly large. It is being sent to you on a DVD via FedEx (tracking #7731 7797 3877). It should arrive tomorrow.

List of Attachments referenced in Full Report:

Attachment A – Excerpts from User Guide
Attachment B Rev1 – Incident summary with new incidents from Aug 2018
Attachment C – Locking Label on lid
Attachment D – Slip Sheet (instruction sheet drop in)
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Attachment L – Testing

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Attachment N – Drawings
Attachment O – Video for Locking Lid

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Corporate Office: 6655 Peachtree-Dunwoody Road NE Atlanta, Georgia 30328
Mobile phone: 1.330.283.1136 | email: dave.galambos@newellco.com



From: Brown, Christopher [<mailto:CJBrown@cpsc.gov>]
Sent: Friday, August 24, 2018 9:10 AM
To: Galambos, Dave <Dave.Galambos@newellco.com>
Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker Full Report Request

Good morning David,

Please see the attached request. Ensure complete responses for items 1-26 and samples are provided by COB 9/10/18. In addition, provide all of the photos, digital media, voice recordings, emails and social media exchanges associated with the incidents and injuries the Firm reported.

Let me know if you have any questions.

Regards,
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Subject: RE: Crock-Pot® 6.0-Quart Express Crock Multi-Cooker

Hi Chris,

As requested, attached is the Initial Section 15(b) Report for the Crock-Pot® 6.0-Quart Express Crock Multi-Cooker.

Attachment A (Instructions Excerpts) is not confidential.

Attachment B (Incident Data) is confidential.

Please let me know if you have any questions or concerns.

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<https://www.cpsc.gov/business--manufacturing/recall-guidance/how-to-conduct-a-recall/filing-an-online-initial-section-15b-report>

Completing this process quickly is best both for the Firm and consumers. This link details the Firm's reporting responsibilities.

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To: [Brown, Christopher](#)
Cc: [Beckstrom, Sean](#)
Subject: RE: Crock-Pot(r) 6.0-Quart Express Crock Multi-Cooker Full Report Request (RP180596)
Date: Wednesday, December 12, 2018 9:42:23 AM
Attachments: [image001.png](#)

Hi Chris,

I can get you the Attachments right away. Did links expire?

I will reach out to the team on the other items. Some employees are beginning to take holiday vacation so let me see what my resources are regarding the 12/19 deadline. That may be a bit of a challenge.

Thanks,
Dave

From: Brown, Christopher [mailto:CJBrown@cpsc.gov]
Sent: Wednesday, December 12, 2018 9:36 AM
To: Galambos, Dave <Dave.Galambos@newellco.com>
Cc: Beckstrom, Sean <Sean.Beckstrom@newellco.com>
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Email secured by Check Point

From: [Willis, Lee](#)
To: [Brown, Christopher](#)
Subject: RE: Pressure Cooker PSAs
Date: Friday, November 30, 2018 12:50:26 PM
Attachments: [0140.17 General PSA Report.pdf](#)
[0098.16 General PSA Report.pdf](#)

Hey Chris,

Here are two pressure cooker PSA's that you can use. If I come across another one I'll send it to you

From: Brown, Christopher
Sent: Wednesday, November 28, 2018 3:29 PM
To: Willis, Lee <lwillis@cpsc.gov>
Subject: Pressure Cooker PSAs

Good afternoon Lee,

Just got out of a meeting with Blake and Tanya regarding a new pressure cooker case. They suggested I review all of the recent similar cases PSAs to get a better feel of the review process. Can you send me your recent pressure cooker PSAs this week?

Thanks,
Chris

Christopher J. Brown
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U.S. Consumer Product Safety Commission
Defect Investigations Division
4330 East West Highway, Room 610-10
Bethesda, MD 20814
301-504-7531 – Office

From: [Levine, Brandon](#)
To: [Brown, Christopher](#)
Subject: Pressure Cooker PSAs
Date: Wednesday, November 28, 2018 3:01:17 PM
Attachments: [0449.17 General PSA Report.pdf](#)
[0916.17 General PSA Report.pdf](#)
[1026.17 General PSA Report.pdf](#)
[0043.16 General PSA Report.pdf](#)
[0312.16 General PSA Report.pdf](#)
[0575.16 General PSA Report.pdf](#)

Here you go!

From: [Brown, Philip](#)
To: [Brown, Christopher](#)
Subject: Accepted: RP180596 Sunbeam Multi-Cooker Case Discussion
Start: Wednesday, November 28, 2018 2:00:00 PM
End: Wednesday, November 28, 2018 2:30:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Topka, Tanya](#)
To: [Brown, Christopher](#)
Subject: Accepted: RP180596 Sunbeam Multi-Cooker Case Discussion
Start: Wednesday, November 28, 2018 2:00:00 PM
End: Wednesday, November 28, 2018 2:30:00 PM
Location: Conference Room 610C - HQ (capacity 10)

From: [Orellana, Francisco](#)
To: [Brown, Christopher](#); [Jauschneg, Jeffrey](#)
Subject: IDI Number: 180913CCC1011
Date: Wednesday, October 17, 2018 1:24:38 PM

Do not reply - Do not reply - Do not reply

This email is for notification purposes only.

This IDI was reviewed and marked status complete by EPDS staff. It is now COMPLETE. If you have questions regarding this completed IDI, do NOT contact the sender of this email. Instead, contact the assigned IDI investigator (Nikki J. Wright)

If, after your review, you want additional information in this IDI beyond what is in this completed IDI report, you will need to request that this IDI be re-opened. Requests to re-open a completed IDI should be directed to Beverly Kohen and Justin McDonough.

IDI was conducted by investigator NJW - Nikki J. Wright

A 27-year-old female received second and third degree burns to her stomach, hand and thigh when the lid on an electric slow cooker/pressure cooker suddenly exploded open while in use. Hot water flew out of the cooker and landed on the victim. Hot water also hit the consumer's 21-month-old son on the back of his shoulder. A family member drove the victims to the hospital where the female victim was treated and released the same day. The son's burn did not require any treatment. The female has permanent scarring. The cooker was plugged directly into an electrical receptacle in the kitchen of the victim's residence. The circuit breaker did not trip.

If you wish to view the entire completed IDI, click on the link below.
[\\emilee-w\data\cpsscpriv\pdfdocs\idi\2018\ccc\09131011.pdf](#)

From: CPSIfs@cpsc.gov
To: [Brown, Christopher](#)
Subject: Termination Report for IDI Assignment Number - 180913CCC2033
Date: Tuesday, October 16, 2018 11:16:36 AM

IDI is from investigator ID: 10034 - Mark, Bucksath

Reason for Termination:

The Consumer said she retained an attorney, (b)(6) (cell ph: (b)(6)), for possible litigation. Spoke with attorney; they will retain product as potential evidence and he will call me back with interview decision. Spoke again with attorney, and on the Consumer's behalf, he declines her interview, stating that they are considering filing a civil suit against the manufacturer. He says he will re-contact me if they later decide to consent to a CPSC interview.

If you wish to view the entire document click on the link below.

\\emilee-w\data\cpscpriv\pdfdocs\idi\2018\CCC\09132033.pdf

From: CPSIfs@cpsc.gov
To: [Brown, Christopher](#)
Subject: Termination Report for IDI Assignment Number - 180913CCC1008
Date: Thursday, October 11, 2018 8:12:27 PM

IDI is from investigator ID: 8966 - Jackie, Martinez

Reason for Termination:

Numerous attempts to contact the complainant were made via telephone, email and USPS mail but the complainant has not responded to date. Emailed read receipts were received by complainant confirming she received emails but has yet to respond. No further information could be obtained beyond source document.

If you wish to view the entire document click on the link below.
[\\emilee-w\data\cpscpriv\pdfdocs\idi\2018\CCC\09131008.pdf](#)

From: [Cullen, Rebecca](#)
To: [Brown, Christopher](#)
Subject: IDI Number: 180913CCC2035
Date: Tuesday, October 09, 2018 8:31:32 AM

Do not reply - Do not reply - Do not reply

This email is for notification purposes only.

This IDI was reviewed and marked status complete by EPDS staff. It is now COMPLETE. If you have questions regarding this completed IDI, do NOT contact the sender of this email. Instead, contact the assigned IDI investigator (David Eckstein)

If, after your review, you want additional information in this IDI beyond what is in this completed IDI report, you will need to request that this IDI be re-opened. Requests to re-open a completed IDI should be directed to Beverly Kohen and Justin McDonough.

IDI was conducted by investigator DLE - David Eckstein

A 25 year-old female was burned by water spontaneously exploding out of an electric slow cooker. The victim had placed water and green beans in an enclosed slow-cooker, placed it on high, and secured the lid on top. After approximately 30 minutes, the lid exploded off of the slow-cooker causing the water inside to splash onto the victim. The victim suffered first degree burns to her face, left leg and stomach. She was treated and released at the local hospital.

If you wish to view the entire completed IDI, click on the link below.

\\emilee-w\data\cpscpriv\pdfdocs\idi\2018\ccc\09132035.pdf

From: alerts@apps.cpsc.gov on behalf of [DCM Admin](#)
To: [Brown, Christopher](#); [Hanway, Stephen](#); [Qin, Angie](#)
Subject: PSA 1026.18 has reached Completed status.
Date: Friday, October 05, 2018 3:02:06 PM

PSA 1026.18 has reached complete status. Please review the PSA within the DCM to view the final report. See this link for a copy of the final report: [1026.18 EPLPSA Report_FINAL](#)

PSA Completed Date: 10/5/2018 3:02 PM EDT
Company Name: Sunbeam Products, Inc. d/b/a Jarden Consumer Solutions
Product Name: Slow Cookers (0268)

Email secured by Check Point

From: CPSIfs@cpsc.gov
To: [Brown, Christopher](#)
Subject: Termination Report for IDI Assignment Number - 180913CCC2034
Date: Monday, October 01, 2018 3:28:12 PM

IDI is from investigator ID: 2382 - Donna, King

Reason for Termination:
No further information could be obtained.

If you wish to view the entire document click on the link below.
[\\emilee-w\data\cpscpriv\pdfdocs\idi\2018\CCC\09132034.pdf](#)

From: [Cullen, Rebecca](#)
To: [Brown, Christopher](#)
Subject: IDI Number: 180913CCC2032
Date: Thursday, September 27, 2018 7:59:38 AM

Do not reply - Do not reply - Do not reply

This email is for notification purposes only.

This IDI was reviewed and marked status complete by EPDS staff. It is now COMPLETE. If you have questions regarding this completed IDI, do NOT contact the sender of this email. Instead, contact the assigned IDI investigator (Stephanie L. Yoha)

If, after your review, you want additional information in this IDI beyond what is in this completed IDI report, you will need to request that this IDI be re-opened. Requests to re-open a completed IDI should be directed to Beverly Kohen and Justin McDonough.

IDI was conducted by investigator SLY - Stephanie L. Yoha

The consumer's slow cooker spontaneously exploded and the contents in the cooker flew out and landed on the consumer, burning her arms, legs and stomach. The consumer suffered first degree burns on her arms and legs and second degree burns on her stomach. No property damage reported.

If you wish to view the entire completed IDI, click on the link below.
[\\emilee-w\data\cpsscpriv\pdfdocs\idi\2018\ccc\09132032.pdf](#)

From: SYoha@cpsc.gov
To: [Brown, Christopher](#)
Subject: Sample 18-800-1580 (SUNBEAM CROCK-POT) has been sent to Sample Storage Facility (SSF) to be held for you.
Date: Tuesday, September 25, 2018 4:31:09 PM

A Sample Transfer Has Been Initiated			
Sample Number:	18-800-1580		
Product Description:	SUNBEAM CROCK-POT		
Model:	SCCPPC600-V1		
Sub Sample:	01		
From:	Stephanie Yoha	To:	Christopher Brown

From: [Pajuelo, Isaac](#)
To: [Brown, Christopher](#)
Subject: IDI Number: 180913CCC1009
Date: Tuesday, September 25, 2018 10:47:14 AM

Do not reply - Do not reply - Do not reply

This email is for notification purposes only.

This IDI was reviewed and marked status complete by EPDS staff. It is now COMPLETE. If you have questions regarding this completed IDI, do NOT contact the sender of this email. Instead, contact the assigned IDI investigator (Jackie Martinez)

If, after your review, you want additional information in this IDI beyond what is in this completed IDI report, you will need to request that this IDI be re-opened. Requests to re-open a completed IDI should be directed to Beverly Kohen and Justin McDonough.

IDI was conducted by investigator JXM - Jackie Martinez

A 25 year old male sustained 1st and 2nd degree burns to his neck, his left arm, upper portion off his chest and right front side of his abdomen after hot liquid splattered all over him when he attempted to open the lid from a slow cooker. The victim stated the slow cooker was used for one hour and a half to make lobster broth before he vented the steam following the completed pressure cooking cycle.

If you wish to view the entire completed IDI, click on the link below.
[\\emilee-w\data\cpsscpriv\pdfdocs\idi\2018\ccc\09131009.pdf](#)

From: [Noble, Laura](#)
To: [Brown, Christopher](#)
Subject: Assignment - 180913CCC3262 Document # - Y1890268E
Date: Thursday, September 13, 2018 11:45:31 AM
Attachments: [09133262.doc](#)
[Y90268.pdf](#)



U.S. CONSUMER PRODUCT SAFETY COMMISSION

FOR OFFICIAL USE ONLY
PROPRIETARY

UNAUTHORIZED DISCLOSURE PROHIBITED



**UNITED STATES
CONSUMER PRODUCT SAFETY COMMISSION
BETHESDA, MD 20814**

Memorandum

Date: 8/23/18

TO : Data Intake and Injury Information Branch (EPDSI), Rm 506
FROM : Christopher Brown, Office of Compliance
SUBJECT : Incident Data Submitted under Sec. 15(b)

The attached information was submitted pursuant to Section 15(b), CPSA, and is subject to disclosure provisions of Section 6.

Firm:	Sunbeam Products, Inc
Address:	6655 Peachtree Dunwoody Road NE Atlanta, GA 30328
Product:	Crock-Pot® 6.0-Quart Express Crock Multi-Cooker
Model or other identifying information:	model SCCPPC600
Incidents involve:	Burns, scalds

Attachment:

Case Number	Date/Time Opened	Account Name	Person Account: Email	Person Account: Home Phone	Person Account: Other Phone	Billing Address Line 1	Shipping Address Line 1	Zip/Postal Code	Product Brand	Part Number	Shipping State/Province/County	Date Code Converted	Date Code	Description	Reply Text	Category
10351555	5/1/2018 15:05	(b)(6)							Crock-Pot	SCPPC600-V1	KY		05/01/2018	1) What were consumers making? VEGETABLE SOUP ? CORN, GREEN BEANS, CARROTS, CELERY, ONION POTATOES, TOMATOES, CHICKEN BROTH AND WOULD HAVE ADDED PEAS AT THE END 2) Was the recipe / food at or below the fill line? THE RECIPE WAS FROM AN ONLINE SITE NOT SURE WHERE IT IS ONE SHE USUALLY DOES ON THE STOVE/NOT SURE BUT THINKS THE LIQUID LEVEL WAS 3-4 INCHES FROM THE RIM OF THE COOKING POT 3) How was the pressure released- THE PRESSURE WAS RELEASED BY QUICK RELEASE THE CONSUMER STATED THAT SHE WAS MAKING A VEGETABLE SOUP THAT SHE HAD GOTTEN OFFLINE THAT SHE NORMALLY COOKS ON HER STOVE TOP WHICH SHE USED HER EXPRESS CROCK TO PREPARE. SHE STATED THAT SHE ADDED ALL THE INGREDIENTS AND SET THE EXPRESS CROCK TO SOUP AND SET THE PRESSURE AND ONCE IT REACHED PRESSURE IT COOKED FOR 35 MINUTES. AT WHICH TIME SHE USED THE QUICK RELEASE METHOD TO RELEASE THE STEAM AND AFTER THERE WAS NO LONGER STEAM COMING OUT SHE WENT TO OPEN THE LID AND IT WAS ABOUT HALF WAY OFF AND THE LIQUID STARTED TO COME OUT OF THE CROCK BURNING HER RIGHT THIGH (BURN IS ABOUT		Slow Cooker
10370312	5/10/2018 8:14								Crock-Pot	SCPPC600-V1	DE			Allegation: Yes I received as a house warming gift the crock pot pressure cooker 6 qt and whilst cooking in it I noticed a burning smell as I checked it smelt of plastic I didn't see any outside effects so as it opens the food inside shot out burning my hand. After the burn my husband goes to clean up and noticed scorch marks on our new granite countertop as well. Please advise immediately, I don't think this is normal for this type of product. Seems defective.		Slow Cooker
10402001	5/24/2018 13:14								Crock-Pot	SCPPC600-V1	FL	12/15/2017	K349	05/24/2018 1) WHAT WERE CONSUMERS MAKING? MOM HELPER THE RECIPE WAS FROM PINTEREST-THE RECIPE CONTAINED PASTA, SEASONINGS, GROUND TURKEY, A CAN OF CREAM OF CHICKEN SOUP AND SHREDDED CHEDDAR CHEESE. THE COOKER WAS SET ON RICE SETTING FOR 12 MINUTES CONSUMER THOUGHT HIGH PRESSURE NOT SURE. 2) WAS THE RECIPE / FOOD AT OR BELOW THE FILL LINE? THE INNER COOKING POT WAS HALF-FULL. 3) HOW WAS THE PRESSURE RELEASED? THE CONSUMER DID NOT HAVE A CHANCE TO GET TO THIS POINT IN THE COOKING PROCESS. THE CONSUMER WAS TRANSFERRED FROM HG5- SHE STATED SHE RECEIVED THE EXPRESS CROCK FOR HER BIRTHDAY WHICH WAS [REDACTED] AND SHE HAS USED IT ALMOST DAILY. SHE STATED SHE HAS FOUR CHILDREN AND IT IS A BIG HELP IN THE KITCHEN (TIME SAVER) - THE CONSUMER STATED THAT ON 05/23/2018 SHE WAS MAKING HER GROUND TURKEY MOM?S HELPER FROM PINTEREST THE COOKER WAS SET ON THE RICE SETTING AND HIGH PRESSURE. SHE STATED THAT AFTER THE COOKER HAD COOKED FOR 10 MINUTES SHE		Slow Cooker

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Case Number	Date/Time Opened	Account Name	Person Account: Email	Person Account: Home Phone	Person Account: Other Phone	Billing Address Line 1	Shipping Address Line 1	Zip/Postal Code	Product Brand	Part Number	Shipping State/Province/County	Date Code Converted	Date Code	Description	Reply Text	Category
10408504	5/29/2018 9:16	(b)(6)							Crock-Pot	SCPCPG600-V1				05/29/2018 CONSUMER'S INFORMATION: GUEST WAS COOKING VEGETABLE SOUP WHEN HE USED THE PRESSURE RELEASE VALVE AND LET PRESSURE RELEASE FOR 10 MINUTES. HE THEN TURNED THE HANDLE AND THE CROCKPOT EXPLODED, THROWING VEGETABLE SOUP EVERYWHERE AND CAUSING BURNS TO THE GUESTS ARM. MEDICAL ATTENTION WAS SOUGHT ON DAY OF INCIDENT. AND A SECOND TIME DURING THE HEALING PROCESS AS THEY HAD CONCERNS REGARDING THE BURNS. GUEST HAS BEEN OUT OF WORK SINCE THE INCIDENT ON DOCTORS ORDERS AND IS SET TO RETURN 05/29/18. CROCKPOT WAS SEVERELY DAMAGED. REACHED OUT TO THE CONSUMER IN REGARDS TO THE EMAIL RECEIVED VIA JCS EMAIL FROM TARGET. THIS WAS REGARDING AN INCIDENT THAT OCCURRED WITH AN EXPRESS POT. NO ANSWER LEFT A V.M WITH RECEIVED VM FROM CONS REGARDING INCIDENT WITH MULTI COOKER. Customer said the unit was cooking short ribs for 2 hours on the slow cook setting. steam started coming out of the top, then all of the sudden some liquid came spewing out of the sides, then all the sudden bang and the lid flew off and hit the customer. Customer did have to go to the hospital twice and he had to go to the burn unit. Collected all of the information I could and transferred to Executive Resolutions voicemail as they were closed. CALLED CONS REGARDING INFO RECEIVED. HE SAID HE WAS USING FOR THE FIRST TIME AND WIFE WAS MAKING SHORT RIBS FOLLOWING A RECIPE FROM THE BOOK (WHICH I COULDN'T LOCATE). HE SAID HE WATCHED HER MEASURE EVERYTHING OUT AND USED THE SLOW COOKER FUNCTION. HE IS UNSURE WHERE IT WAS TO THE FILL LINE. THE SLOW COOKER HAD BEEN ON FOR A FEW HOURS WHEN THEY BEGAN TO HEAR A HISsing SOUND - WENT INTO KITCHEN AND NOTICED THE CONTENTS BOILING OUT THE SIDE. HE WAS ATTEMPTING TO UNPLUG WHEN THE LID FLEW OFF HITTING HIM IN THE FACE AND CONTENTS SHOT ALL OVER HIM & KITCHEN. CONS WENT TO ER FOR BURNS HE SUSTAINED ON THE LEFT SIDE OF HIS FACE BEGINNING FROM BENEATH HIS EYE DOWN TO HIS HIP AREA. ER DIAGNOSED HIM WITH 1ST, 2ND AND 3RD		Slow Cooker
10433736	6/8/2018 9:12								Crock-Pot	SCPCPG600-V1	KS	1/30/2018	L030	Customer said the unit was cooking short ribs for 2 hours on the slow cook setting. steam started coming out of the top, then all of the sudden some liquid came spewing out of the sides, then all the sudden bang and the lid flew off and hit the customer. Customer did have to go to the hospital twice and he had to go to the burn unit. Collected all of the information I could and transferred to Executive Resolutions voicemail as they were closed. CALLED CONS REGARDING INFO RECEIVED. HE SAID HE WAS USING FOR THE FIRST TIME AND WIFE WAS MAKING SHORT RIBS FOLLOWING A RECIPE FROM THE BOOK (WHICH I COULDN'T LOCATE). HE SAID HE WATCHED HER MEASURE EVERYTHING OUT AND USED THE SLOW COOKER FUNCTION. HE IS UNSURE WHERE IT WAS TO THE FILL LINE. THE SLOW COOKER HAD BEEN ON FOR A FEW HOURS WHEN THEY BEGAN TO HEAR A HISsing SOUND - WENT INTO KITCHEN AND NOTICED THE CONTENTS BOILING OUT THE SIDE. HE WAS ATTEMPTING TO UNPLUG WHEN THE LID FLEW OFF HITTING HIM IN THE FACE AND CONTENTS SHOT ALL OVER HIM & KITCHEN. CONS WENT TO ER FOR BURNS HE SUSTAINED ON THE LEFT SIDE OF HIS FACE BEGINNING FROM BENEATH HIS EYE DOWN TO HIS HIP AREA. ER DIAGNOSED HIM WITH 1ST, 2ND AND 3RD		Slow Cooker

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Case Number	Date/Time Opened	Account Name	Person Account: Email	Person Account: Home Phone	Person Account: Other Phone	Billing Address Line 1	Shipping Address Line 1	Zip/Postal Code	Product Brand	Part Number	Shipping State/Province/County	Date Code Converted	Date Code	Description	Reply Text	Category
10446439	6/14/2018 10:11	(b)(6)							Crock-Pot	SCPPC600-V1	TX	12/15/2017	K349	CONS EMAILED: I bought a pressure cooker from Walmart about 2 months ago and I was cooking in my kitchen yesterday and I had some beans in it and I went to adjust the top of the steam control in the lid in the seal around the lid flew up in the air I got burned on my stomach with steam and hot water I have all the information you need if you need to contact me at 4:09 (b)(6) 06/14/2018 - CALLED CONS AND REACHED VM, LEFT A MESSAGE TO CONTACT US 06/14/2018 CONSUMER CALLED BACK FROM V/M LEFT - 1) WHAT WERE CONSUMERS MAKING? PINTO BEANS WITH PORK SAUSAGE AND WATER SHE SET THE EXPRESS CROCK ON THE BEANS/CHILI AND PRESSED SHE PRESSED START DOES NOT REMEMBER HOW MUCH TIME THE TIME WENT TO- THIS WAS A FAMILY RECIPE 2) WAS THE RECIPE / FOOD AT OR BELOW THE FILL LINE? TO THE MAX FILL LINE 3) HOW WAS THE PRESSURE RELEASED (NATURAL, VALVE, ETC.)? SHE WENT TO ADJUST THE VALVE ON TOP		Slow Cooker
10508011	7/12/2018 16:55								Crock-Pot	SCPPC600-V1	OR	11/27/2017	K331	CONS EMAILED ON 07/07/2018: can you tell me the reason to live with a blue off of a brand new Crock-Pot Express cooker multi cooker and burnt the s*** out of my wife I would like somebody to contact me please! (b)(6) WHEN ASKED FOR INFO PERTAINING TO EXPRESS CROCK, THE FOLLOWING WAS EMAILED BY THE CONS ON 07/11/2018: This is the info you need for the pressure cooker that blow up and burn my wife the model number is s c c o c 600 - V1 the date code is K331. Fill free to call me at (503) 723-1111 And I would appreciate if some would give me a call! 07/12/2018 - CALLED CONS AND REACHED VM, LEFT A MESSAGE ASKING HIM TO CONTACT US 07/16/2018 - CALLED AND SPOKE WITH THE CONSUMER - HE CLAIMS THE LID CAME OFF THE EXPRESS CROCK WHILE COOKING MEAT FOR CHEESE STEAKS - HIS WIFE GOT BURNED AND SOUGHT MEDICAL ATTENTION - SAYS SHE HAS 2ND DEGREE BURNS ON HER BACK AND HEAD - THEY WERE IN THE PROCESS OF SWITCHING HEALTH INSURANCE, SO NOW HAS SOME OUTSTANDING BILLS - HE DOES NOT HAVE DETAILS OF THE SETTINGS, INGREDIENTS, ETC. SO HE WOULD LIKE ME TO SPEAK WITH HIS WIFE - HE TOOK MY NUMBER AND WILL HAVE		Slow Cooker

Case Number	Date/Time Opened	Account Name	Person Account: Email	Person Account: Home Phone	Person Account: Other Phone	Billing Address Line 1	Shipping Address Line 1	Zip/Postal Code	Product Brand	Part Number	Shipping State/Province/County	Date Code Converted	Date Code	Description	Reply Text	Category
10529705	7/23/2018 9:07	(b)(6) dupl entry see above							Crock-Pot	SCCPC600-V1	FL	12/8/2017	K342	07/23/2018 Alligation: Customer in hospital Missing 40% of skin on abdomen, more missing on arms and hands. Mother is making the call. When take off lid after 30 minutes. When started to take lid off, the crockpot exploded. She is being treated for second and third degree burns. Mother's name is (b)(6). Can be reached at (b)(6) home. REACHED OUT TO CONSUMER IN REGARDS TO V/M LEFT NO ANSWER LEFT CONTACT INFO ON V/M 07/23/2018 - CONSUMER'S MOTHER (b)(6) CALLED IN FOR HER DAUGHTER (b)(6)'S 28) 7 HER MOM ADVISED (b)(6) WAS BEEN DISCHARGED FROM THE HOSPITAL WITH 1ST, 2ND & 3RD DEGREE BURNS ON HER BREAST, STOMACH, AND RIGHT THIGH ? THE HOSPITAL ORIGINALLY PRESCRIBED BACITRACIN, IBUPROFEN, NARCO HYDROCODONE, LIDACAIN, AND BETADINE - SHE SAYS THE INCIDENT OCCURRED ON SAT 07/21 ? THEY WERE COOKING PIGTAILS IN ABOUT 8 OZ OF WATER ? INGREDIENTS INCLUDED 6 PIGTAILS, SOME ONIONS AND SEASONING ? THE EXPRESS POT WAS ON THE STEW/MEAT SETTING, TEMP ON LOW FOR 60 MINUTES - THE POT WAS A RECEIVED NEW CLAIM FROM AGENT TRANSFER; CONS LEFT VM ON SATURDAY AT 11:17 AM REGARDING EXPRESS POT EXPLODING CAUSING PROPERTY DAMAGE, NO INJURY. 7/30/2018 - ATTEMPTED TO REACH CONS REGARDING INFO RECEIVED; LEFT VM WITH CONTACT INFO. 1) WHAT WERE CONSUMERS MAKING? BEANS WITH CHICKEN GREEN PEPPER AND ONION AND SPICES WITH WATER 2) WAS THE RECIPE / FOOD AT OR BELOW THE FILL LINE? 1/2 WAY 3) HOW WAS THE PRESSURE RELEASED (NATURAL, VALVE, ETC.)? COOKING PROCESS NEVER GOT TO THAT POINT. THE CONSUMER RETURN CALL FROM V/M LEFT- THE EXPRESS CROCK WAS PURCHASED FROM AMAZON IN DECEMBER OF 2017- THE CONSUMER STATED THAT SHE WAS MAKING A CHICKEN AND BEAN RECIPE FROM PINTREST SHE PLACED THE EXPRESS CROCK ON BEAN/CHILI SETTING ON LOW PRESSURE. SHE STATED THAT SHE WENT INTO THE LIVING ROOM AND AS THE EXPRESS CROCK STARTED TO PRESSURIZE SHE STATED THAT IT STARTED TO MAKE STRANGE NOISES AND SHE		Slow Cooker
10546244	7/30/2018 10:34	(b)(6) dupl entry see above							Crock-Pot	SCCPC600-V1	ME	11/14/2017	K318	LEFT VM ON SATURDAY AT 11:17 AM REGARDING EXPRESS POT EXPLODING CAUSING PROPERTY DAMAGE, NO INJURY. 7/30/2018 - ATTEMPTED TO REACH CONS REGARDING INFO RECEIVED; LEFT VM WITH CONTACT INFO. 1) WHAT WERE CONSUMERS MAKING? BEANS WITH CHICKEN GREEN PEPPER AND ONION AND SPICES WITH WATER 2) WAS THE RECIPE / FOOD AT OR BELOW THE FILL LINE? 1/2 WAY 3) HOW WAS THE PRESSURE RELEASED (NATURAL, VALVE, ETC.)? COOKING PROCESS NEVER GOT TO THAT POINT. THE CONSUMER RETURN CALL FROM V/M LEFT- THE EXPRESS CROCK WAS PURCHASED FROM AMAZON IN DECEMBER OF 2017- THE CONSUMER STATED THAT SHE WAS MAKING A CHICKEN AND BEAN RECIPE FROM PINTREST SHE PLACED THE EXPRESS CROCK ON BEAN/CHILI SETTING ON LOW PRESSURE. SHE STATED THAT SHE WENT INTO THE LIVING ROOM AND AS THE EXPRESS CROCK STARTED TO PRESSURIZE SHE STATED THAT IT STARTED TO MAKE STRANGE NOISES AND SHE		Slow Cooker
17653289	8/6/2018 10:29	(b)(6)							Crock-Pot	SCCPC600-V1	CA	1/9/2018	L009	Customer is calling because after 30-40 minutes her unit exploded and burned her face and neck		Slow Cooker
17670451	8/7/2018 11:31								Crock-Pot	SCCPC600-V1	NC	1/24/2018	L024	ccj during cooking the lid popped off, ppl was already generated was callin back to give date code told her once shipped out cb in a few days to show in transit will replace		Slow Cooker

Case Number	Date/Time Opened	Account Name	Person Account: Email	Person Account: Home Phone	Person Account: Other Phone	Billing Address Line 1	Shipping Address Line 1	Zip/Postal Code	Product Brand	Part Number	Shipping State/Province/County	Date Code Converted	Date Code	Description	Reply Text	Category
17769272	8/15/2018 5:46	(b)(6)							Crock-Pot	SCFPPC600-V1	IN			I was cooking steak and potato soup, allowed it to depressurize and went to open the lid. The lid flew off and boiling soup burned my left arm and there are blisters all over my stomach and rib cage. It sounds like the pot malfunctioned and did not depressurize all the way and allowed me to still unlock it. Luckily my 5 and 8 yr old were not helping me in the kitchen. I will be looking into whether or not others have had this problem.		Slow Cooker