

Ring Video Doorbell (2nd Gen) recalled due to Fire Hazard

⚠ Due to the extraordinary circumstances surrounding COVID-19 (<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>), recalling companies may not be available to provide information to consumers at this time regarding corrective actions for posted recalls. Consumers are advised to not use recalled products.

Report a Concern
(<http://www.healthycanadians.gc.ca/report-signalez/index-eng.php>)

Starting date:	November 10, 2020
Posting date:	November 10, 2020
Type of communication:	Consumer Product Recall
Subcategory:	Electronics
Source of recall:	Health Canada
Issue:	Fire Hazard
Audience:	General Public
Identification number:	RA-74279

Last updated: 2020-11-10

Summary

- **Product:** Ring Video Doorbell (2nd Gen).
- **Issue:** The video doorbell's battery can overheat when the incorrect screws are used for installation, posing fire and burn hazards.
- **What to do:** Consumers with uninstalled affected products should immediately contact Ring LLC for revised installation instructions or visit the Ring website for the revised instructions before installing the doorbell.

■ [Affected products](#)

■ [What you should do](#)

Joint recall with Health Canada, the United States Consumer Product Safety Commission (US CPSC), and Ring LLC.

Affected products

Ring Video Doorbell (2nd Gen)

Product description

This recall involves Ring Video Doorbell (2nd Generation), model number 5UM5E5 smart doorbell cameras. The video doorbells have a blue ring at the front and come in two colors: "satin nickel" (black and silver) and "venetian bronze" (black and bronze). They were sold with a mounting bracket and a USB charging cable. The two-way audio doorbell can be hardwired or battery-powered and supports night vision. The Ring logo is printed on the bottom front of the doorbell and the model and S/N are on a label on the back of the doorbell and the outer packaging. Consumers can determine if their doorbell is included in this recall by entering the doorbell's serial number at <http://support.ring.com/ring-2nd-gen-recall> (<http://support.ring.com/ring-2nd-gen-recall>). Only Ring Video Doorbell (2nd Generation) models with certain serial numbers are included.

Hazard identified

The Ring Video Doorbells (2nd Gen) come with both security and wood screws for installation. If the wood screws are used in place of the security screws during installation, the battery can be damaged and may overheat, posing a potential fire or burn hazard. If the doorbell is installed correctly, there is no risk to consumers or potential hazard present.

12/9/2020

Ring Video Doorbell (2nd Gen) recalled due to Fire Hazard - Recalls and safety alerts

As of November 5, the company has received one reported incident in Canada, and no reports of injury. In the United States, the company has received 85 reports of incidents, 23 reports of property damage and 8 reports of minor burns.

Number sold

The company has reported that 8700 units of the affected product were sold in Canada and 350,000 were sold in the United States.

Time period sold

The affected products were sold from June 2020 through October 2020.

Place of origin

Manufactured in China

Companies

Importer

Ring LLC
Santa Monica
California
UNITED STATES

Images (select thumbnail to enlarge)



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[_assets//RA-74279-02new_s_fs_3_20201106-192237_15_en.jpg](#)

What you should do

Consumers with uninstalled Ring Video Doorbells (2nd Gen) should visit Ring's website to download a new user guide before installing their doorbell or contact Ring at the toll-free number provided below for additional information.

All known customers have been contacted by the manufacturer. In-app set up instructions have also been updated.

For more information, contact Ring LLC toll-free at 800-656-1918 from 5 a.m. to 9:00 p.m. PST, seven days a week.

Consumers may view the release by the US CPSC on the [Commission's website \(https://www.cpsc.gov/Recalls/2021/Ring-Recalls-Video-Doorbells-2nd-Generation-Due-to-Fire-Hazard\)](https://www.cpsc.gov/Recalls/2021/Ring-Recalls-Video-Doorbells-2nd-Generation-Due-to-Fire-Hazard).

Please note that the *Canada Consumer Product Safety Act* prohibits recalled products from being redistributed, sold or even given away in Canada.

Health Canada would like to remind Canadians to report any health or safety incidents related to the use of this product or any other consumer product or cosmetic by filling out the [Consumer Product Incident Report Form \(https://www.canada.ca/en/health-canada/services/consumer-product-safety/advisories-warnings-recalls/report-incident-involving-consumer-product.html\)](https://www.canada.ca/en/health-canada/services/consumer-product-safety/advisories-warnings-recalls/report-incident-involving-consumer-product.html).

This recall is also posted on the [OECD Global Portal on Product Recalls website \(http://globalrecalls.oecd.org\)](http://globalrecalls.oecd.org). You can visit this site for more information on other international consumer product recalls.

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