



U.S. Consumer Product Safety Commission – Fast Track Recall

Recall Date: April 4, 2017

Customatic Beds Recalls Adjustable Beds Due to Electric Shock Hazard

Recall Summary

Name of Product: Adjustable beds

Hazard: The bed's side-mounted AC outlets can be incorrectly wired, posing an electric shock hazard to consumers.

Remedy: Repair

Consumers should immediately stop using the AC plug on the side of the bed and contact Customatic Beds to arrange for a free inspection and repair.

Consumer Contact: Customatic Beds toll-free at 844-815-9023 from 9 a.m. through 9 p.m. ET Monday through Saturday or online at www.customaticbeds.com and click on Recall Notice for more information.

Recall Details

Units: About 50,000

Description: This recall involves the bases of Customatic adjustable beds. These power foundations were offered in all bed sizes and were sold with handheld remote controls, allowing the head and/or the foot of the bed mattress to be moved up and down. These bases also have a side mounted AC outlet. The model numbers can be found on the metal frame near the foot of the bed and are listed below.

Model or SKU shown on Bed Frame S/N Label
Reflexion 7
RI-AB52-A18-WWM-L-U-H-CCBH4-AC
RI-AB52-A18-WWM-L-U-H-CCBH2-AC
RI-ABF-A18-WWM-N6SL-106-L-U-AC-H-CC4B
RI-ABF-A18-WWM-ESF-107-L-U-AC-LM-CC4B
RI-ABC-A18-WWM-N8SL-107-L-U-AC-LM-CC4B
RI-ABC-A18-WWM-N8SL-107-L-U-AC-LM-CC2B
CM-ABDS-A18-WWM-U-S-AC-PLBS-DR-LM
PB-ABL-A18-WWM-DR-AC
CM-ABD-A18-WWM-AC
CM-ABF-A18-WWM-U-AC-W8-SR
CM-ABT-A18-WWM-U-AC-SR
CM-ABF-A18-WWM-U-AC-W-SR-H
F04-00004

Incidents/Injuries: None reported

Sold at: Sleepy's and other mattress stores nationwide from June 2012 through January 2017 for about \$1,500.

Importer/Distributor/Manufacturer: PPJ, LLC; d.b.a Customatic Beds of Natick, Mass.

Manufactured in: Taiwan

Photos



Photo 1: Recalled Customatic bed bases



This recall was conducted, voluntarily by the company, under CPSC's Fast Track Recall process. Fast Track recalls are initiated by firms, who commit to work with CPSC to quickly announce the recall and remedy to protect consumers.

About U.S. CPSC:

The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of injury or death associated with the use of thousands of types of consumer products under the agency's jurisdiction. Deaths, injuries, and property damage from consumer product incidents cost the nation more than \$1 trillion annually. CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical or mechanical hazard. CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters and household chemicals – contributed to a decline in the rate of deaths and injuries associated with consumer products over the past 40 years.

Federal law bars any person from selling products subject to a publicly-announced voluntary recall by a manufacturer or a mandatory recall ordered by the Commission.

For more lifesaving information, follow us on [Facebook](#), Instagram [@USCPSC](#) and Twitter [@USCPSC](#) or sign up to receive our [e-mail](#) alerts. To report a dangerous product or a product-related injury go online to www.SaferProducts.gov or call CPSC's Hotline at 800-638-2772 or teletypewriter at 301-595-7054 for the hearing impaired.

CPSC Consumer Information Hotline

Contact us at this toll-free number if you have questions about a recall:

800-638-2772 (TTY 301-595-7054)

Times: 8 a.m. – 5:30 p.m. ET; Messages can be left anytime

Call to get product safety and other agency information and to [report unsafe products](#).

Media Contact

Please use the phone numbers below for all media requests.

Phone: 301-504-7908

Spanish: 301-504-7800