

Panasonic

Product Safety Notice

September 29, 2017

RE: Panasonic Hospitality Display Model TH-55LRU50 & TH-55LRU50N

Dear Valued Customer,

As a result of Panasonic's ongoing commitment to improving our products and services, we recently identified an issue involving the TH-55LRU50 & TH-55LRU50N Television Displays for the Hospitality Industry. For units that are pedestal mounted, repeated swiveling of the pedestal base may lead to a potential tipping hazard.

MODELS AFFECTED IN THIS NOTICE:



Hospitality Television Display	Distribution
TH-55LRU50	75 units sold
TH-55LRU50N	52 units sold

The model number is printed on a tag located in the center of the back of the television. The swivel stand is a glossy black color and measures 50.5 inches long by 32 inches tall by 11.1 inches deep. There is a label on the front underside of the base as well as a number etched into the metal.

Root Cause Analysis:

A potential television tipping hazard has been identified. The weight of the television display may cause a deformation of the resin in which the pedestal mounting screws are inserted. Repeated swivelling of the pedestal may result in unsteadiness of the television due to loosened screws.



If you have a TH-55LRU50 or TH-55LRU50N please contact Panasonic Canada to arrange for a Servicer (if necessary) to install a Reinforcement Kit (if pedestal mounted).

Kit includes:

1. A metal plate to distribute the load evenly and prevent deformation of the pedestal mounting area.
2. Replacement screws of increased length and locking shape to increase the frictional force of the thread.

Contact information

Email: p-d_service@ca.panasonic.com

Phone (Toll free): 1-855-639-9717

Thank you for your cooperation.