



Product safety recall

Essex, Maxim and Sierra electric recliners and sofas with heat pads - sold at Harvey Norman

Synargy

Electric recliners and sofas with heat pads

- Essex – 231946
- Maxim – 231980
- Sierra - 216872



Reason the product is recalled

The heat pad fitted within the affected sofas can overheat during use and may cause a fire.

The hazards to consumers

Risk of serious injury, death and/or property damage from the heat pads overheating or catching fire while in use. Incidents have occurred.

What consumers should do

1. Stop using the heat pad function immediately and disconnect the sofa or recliner from the power outlet.
2. Contact Synargy to arrange assessment and repair of the heat pad.
3. An authorised repair agent will attend the consumer's home, inspect and replace the affected heat pad with an upgraded part, free of charge.
4. For more information about this recall please contact Synargy.

Contact

Contact

Synargy

Call: 07 3177 7715 from 8:30am to 5:00pm AEST, Monday to Friday

Email: heatpads@synargy.com

Visit: www.synargy.com

Who sold the product: Harvey Norman stores

Dates available for sale: 30 November 2023 to 29 May 2026

PRA2026/20964

See productsafety.gov.au for Australian product recall information