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Product Recall Notice

December 15, 2023

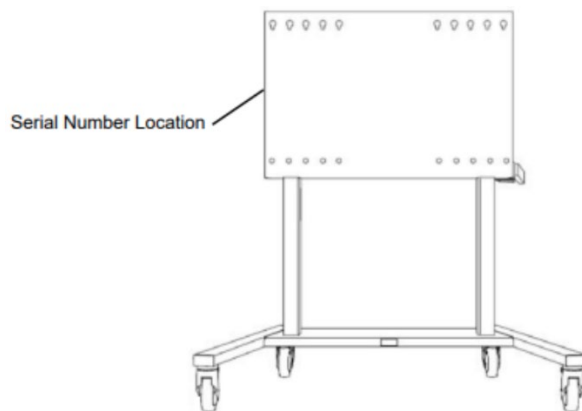
Electric Height-Adjustable Mobile Stand for Large Interactive Flat Panel Displays

Product

This recall involves the SMART Electric Height-Adjustable Mobile Stand models FSE-410 (US and Canada) and FSE-400 (Europe) sold from May to December, 2023.

The product can be identified by the following:

- Product Name : SMART Electric Height-Adjustable Mobile Stand
- Model Number : FSE-400 (Europe), FSE-410 (US and Canada)
- Country of Origin: Netherlands
- Affected Serial Numbers: <https://support.smarttech.com/docs/accessories/stands-and-wall-mounts/fse-400/en/important-info/important-info.cshtml>



Issue

On certain FSE-400 and FSE-410 models, the wheelbase welds may bend or break while moving the stand and if this happens, the stand could fall over.

Safety Risk

Tipping hazard. A stand that falls over could create a risk of injury to nearby people.

Corrective Actions

SMART or local reseller will notify owners and arrange for replacement of the defective wheelbase part.



What To Do Immediately

You should immediately stop moving the stand but, it may still be used in a stationary position if the wheelbases are not bent. If the stand is leaning to one side then the wheelbases may already be bent and you should stop using the stand altogether.

Issue Detail

The stand is built from three main component: the wheelbase, the actuators, and the cabinet. Due to a manufacturing defect on some units there is a risk of the wheelbase welds bending or breaking if the stand is moved horizontally. Replacing the defective wheelbases will fix the issue.

What to Do Next

For more information, consumers can contact SMART by visiting the [support page setup for this recall](#) or by [calling support](#) (press 5 when prompted) as soon as possible for important instructions for your FSE-400 or FSE-410 model.

As of December 15, 2023, the company has not received any reports of injuries or stands falling over.

