



U.S. CONSUMER PRODUCT SAFETY COMMISSION  
4330 EAST WEST HIGHWAY  
BETHESDA, MD 20814

Robert S. Kaye  
Director  
Office of Compliance and Field Operations

Tel: 301-504-6960  
email: rkaye@cpsc.gov

February 22, 2018

Dear Manufacturers, Importers, Distributors, and Retailers of Self-Balancing Scooters:

I am writing to urge you to ensure that the self-balancing scooters (also known as hoverboards) you manufacture, import, distribute, or sell in the United States comply with current voluntary safety standards, including all referenced standards and requirements contained in the latest revision of UL 2272 – *Standard for Electrical Systems for Personal E-Mobility Devices* dated November 21, 2016.<sup>1</sup> The UL standard, which can be purchased from Underwriters Laboratories Inc.,<sup>2</sup> was designed to reduce the serious risk of dangerous fires in these products.

The U.S. Consumer Product Safety Commission (CPSC) is an independent federal regulatory agency responsible for protecting consumers from unreasonable risks of injury and death from consumer products. From December 1, 2015 through February 2, 2018, CPSC received reports from consumers in 44 states of 283 self-balancing scooter fire or overheating incidents resulting in 15 burn injuries, seven smoke inhalation injuries, and more than \$9 million in property damage, including the destruction of six homes and two automobiles. These incidents overwhelmingly involved self-balancing scooters that did not comply with the UL standard.

In one of these incidents, in March 2017, two children died from burn injuries suffered in a house fire in Harrisburg, Pa. Local fire officials stated that a charging hoverboard caused the fire. The hoverboard did not comply with the UL standard.

Manufacturing these products in compliance with the UL standard significantly reduces the risk of injuries and deaths from hoverboard fires. Indeed, consumers face an unreasonable risk of fire and risk serious injury or death if their self-balancing scooters do not meet the UL standard.

Accordingly, the CPSC's Office of Compliance and Field Operations may determine that self-balancing scooters that do not meet the UL standard present a substantial product hazard

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<sup>1</sup> This letter supersedes the letter from Robert J. Howell dated February 18, 2016 to Manufacturers, Importers, and Retailers of Self-Balancing Scooters.

<sup>2</sup> [https://standardscatalog.ul.com/standards/en/standard\\_2272](https://standardscatalog.ul.com/standards/en/standard_2272)

under Section 15(a) of the CPSA, 15 U.S.C. § 2064(a). Should we encounter such products at import, we may seek detention and/or seizure. In addition, if we encounter such products domestically, we may seek a recall.<sup>3</sup>

Consequently, you should not manufacture, import, distribute, or sell self-balancing scooters that do not comply with the UL standard. I urge you to review your product line immediately and ensure that all self-balancing scooters that you manufacture, import, distribute, or sell in the United States comply with the UL standard.<sup>4</sup> Failure to do so puts U.S. consumers at risk of serious harm and may result in enforcement action.

Section 15(b) of the CPSA, 15 U.S.C. § 2064(b), requires every manufacturer, importer, distributor, and retailer of consumer products to report immediately to the Commission when the firm obtains information that reasonably supports the conclusion that a product distributed in commerce contains a defect that could create a substantial product hazard or that the product creates an unreasonable risk of serious injury or death. The statute also provides for imposition of civil and criminal penalties for failing to report the required information.

If you have any questions, or if we can be of any assistance, you may contact Blake Rose, Director, Defect Investigations Division, at: 301-504-7613, or at: [brose@cpsc.gov](mailto:brose@cpsc.gov).

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Kaye', is centered on a light gray rectangular background.

Robert S. Kaye

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<sup>3</sup> CPSC's Hoverboard Information Center lists hoverboard recalls and provides additional safety information about hoverboards: <https://www.cpsc.gov/safety-education/safety-education-centers/hoverboards>.

<sup>4</sup> Any third party certification body that is accredited for UL 2272 product certification is acceptable to ensure compliance.