



Emporia Voluntary Product Recall

Dear valued Emporia Customer,

In cooperation with the Consumer Product Safety Commission, Emporia is conducting a voluntary recall of their North American Smart Plugs because they aren't adequately grounded and can pose an electric shock to the user. The recalled Emporia Smart Plugs were sold between July 1, 2022 and August 1, 2023. Our records show that you have purchased one during this time frame. To our knowledge, there have been zero incidents of injuries or property damage regarding these plugs.

Consumers should immediately stop using the recalled smart plugs and visit the link below to receive a full refund or a free replacement smart plug. Emporia will remotely disable the smart plug and consumers should discard the smart plug. The Smart Plug must be connected to the internet for remote disabling process to be effective. Consumers unable to connect to the internet to allow the remote disabling process can ship the item back to Emporia at no cost. Once the smart plug is disabled or returned to Emporia, a free replacement Smart Plug or a full refund will be issued.

Please visit the Emporia mobile or web app at emporos.page.link/us-plug-recall and login with your Emporia account. For more information, please visit emporiaenergy.com/recall.

For more information contact our customer support team from 8am-5pm MST Monday through Friday at 844-367-6742 or support@emporiaenergy.com

Since our inception in 2018, Emporia has aspired to be a truly different kind of company. A company that believes in putting others first – starting with our customers. A company that believes it can truly make the world a better place. We do this by creating accurate, reliable, and safe energy monitoring products. We pride ourselves in providing the highest quality technology to our customers; and we will continue to do so moving forward.

Sincerely,
Shawn McLaughlin
CEO