

HRF266N6CSE – French Door Refrigerator 2020

Hisense is recalling its 26.6 cubic-foot capacity French Door Refrigerators with Ice Maker sold at Lowe's from about August 2020 to February 2022. Owners of units covered by the recall should contact Hisense USA to schedule a service visit to have the door hinges replaced because they can break causing door detachment, posing an impact injury hazard.

Hisense takes great pride in producing the highest quality products, and we recognize our success rests on our customers' trust in our products and our customer service. We are conducting this recall because we want every unit to perform the way our customers expect and for all of our customers to be able to use them safely.

To participate in the recall program, please read this notice carefully and utilize the [recall portal](#) to determine if your refrigerator is affected.

Affected Product:

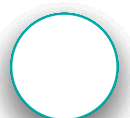
Hisense 26.6 cubic-foot capacity French Door Refrigerator with Ice Maker (model number: HRF266N6CSE) manufactured from May 2020 to December 2020 within the following serial number range: C2020050100001 to C2020123109000

Remedy:

Free in-home repair.

Please check your product model and serial number located on a label at the left interior of the fridge, above the water dispenser to determine if your product is covered by this recall. You can also visit our [recall portal](#) or contact Hisense through the recall hotline and email. If your product is covered, you may schedule a service visit via the [recall portal](#). In an effort to prevent incidents, Hisense has already provided updated hinges on most of the units serviced for other reasons in consumers' homes during the last eight months. Your product may not be affected by the recall due to previous customer services even if your model and serial number fall within the recall scope. We strongly suggest you to search your product in the recall portal.

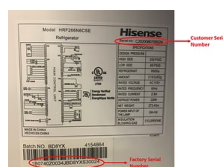
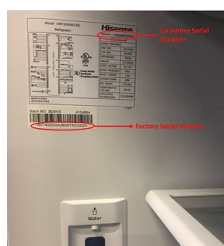
Recall Hotline:



- 7:00 a.m. to 6 p.m. ET Saturday to Sunday
- Please have your model and serial numbers on hand before calling.

How to find the serial number:

- The customer serial number (starting with letter "C" and followed by 13 digits) is located on a label at the left interior of the fridge above the water dispenser.
- The factory serial number (starting with "IB") is located on a bar code label at the left interior of the fridge above the water dispenser.
- "Manufacturer: Hisense Rongsheng (Guangdong) Refrigerator Co., Ltd"



Website and Customer Service FAQ

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Phone Number

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Address

Address

City, Zip

Phone Number

**Florida**

If your question is not answered
please email recall.usa@hisense.com. [Send Email](#)



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