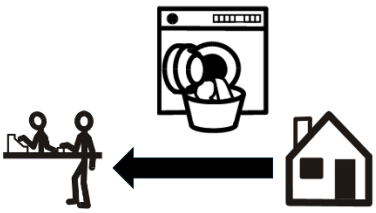
Nottinghamshire County Council

Easy Read

Safer Shopping: Product registration and recall alerts



This easy read tells you about registering your appliances and product recalls.

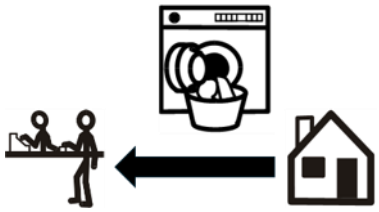
This information is from Nottinghamshire Trading Standards.

What do these words mean?

In this easy read, there are some words that might be harder to understand.
These are the words and what they mean:

Domestic appliances are electrical items in your home like your fridge and your washing machine.

Manufacturers are the people that make the items.



A **product recall** is when the manufacturer of an item asks the people who bought it to take it back to the shop, because the item is not safe.

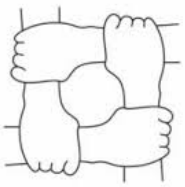
If you don't understand things in this document, please ask someone who supports you to help.

What is Register My Appliance?

Register my appliance

"Register My Appliance" is a safety scheme to help manufacturers tell people if there is a problem with their appliance.

You can quickly and easily register your domestic appliances online.

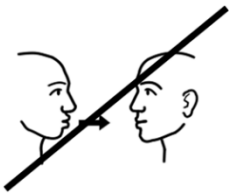


Over 70 manufacturers of domestic appliances are part of the scheme.

Why is it important to register my appliance?

If you register, you will be told about any recalls or safety alerts.

The manufacturer will tell you about things like fire risks and other safety problems.



Lots of unsafe items are still used because the manufacturers don’t have a way of telling the people who have the items.

You should also register if you bought something second-hand, because it is the only way you will be told about dangers.

How do I register my appliance?

To register your appliance, go to the Register My Appliance website.

Product Recalls

A product recall is when the manufacturer of an item tells the people who bought it to take it back to the shop, because the item is not safe.

You can find out if your appliances have been recalled or have a known problem by looking up Gov.uk Product Recall.

You should keep product instruction manuals safe and write on them the batch or serial number of your item, and when you bought it.

If you have a product that has been recalled, the notification should tell you what to do next.

A product safety notice usually has:

- A photograph of the product.

- A list of product models that have the problem.

- Batch or serial numbers.

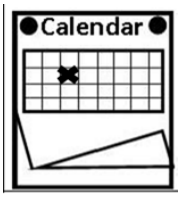
- What the problem is.

- What you should do next.

A product recall might tell you to:

- Take the item back to the shop and get a repair, a replacement or a refund.

- Stop using the product straight away because it could be dangerous.



- Contact a specific service centre for an appointment.

If you don't know what to do with your recalled product, you can contact the seller, or the Citizen's Advice Consumer Service.

citizens advice

You can contact the Citizen's Advice Consumer Service by phoning 0808 223 1133.

What should I do if I am worried, but my product isn't on the recall list?

If you are not sure if a product is safe, but it is not on the recall list, you should:

- Stop using it.

- Tell the place you bought it from, the manufacturer or Trading Standards.

You can tell your worries to Trading Standards by phoning the Citizen's Advice Consumer Service on 0808 223 1133.

Links in this document

Register My Appliance

registermyappliance.org.uk/

Gov.uk product recall

gov.uk/guidance/product-recalls-and-alerts

This easy read was first published 24 July 2026.
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