



December 19, 2023

The Honorable Alexander Hoehn-Saric, Chairman
The Honorable Peter Feldman, Commissioner
The Honorable Richard Trumka, Jr., Commissioner
The Honorable Mary Boyle, Commissioner
U.S. Consumer Product Safety Commission
4330 East-West Highway
Bethesda, MD 20814

Dear Chairman Hoehn-Saric and Commissioners Feldman, Trumka, and Boyle:

Consumer Reports, the independent, nonprofit, and nonpartisan member organization, is writing to follow up on our concerns regarding the BlendJet 2, a battery-powered personal portable blender, which is linked to reports of serious mechanical and electrical hazards. We reiterate our request for the CPSC to urgently investigate these reports and take all necessary steps to protect the public.

Recently, CR has been continuing to see – in saferproducts.gov reports and publicly available reviews – numerous complaints connecting the BlendJet 2 to serious hazards. These reported hazards included broken blades from regular use, overheating, and melted charging cables, and they also involved children using the product.

Specifically, since the August 2023 publication of CR’s investigation into the BlendJet 2, CR has identified that among the eight most recent publicly available complaints to the CPSC regarding the BlendJet 2, three include reports of injury. One involved a blender that reportedly exploded, and another involved a two-year-old who reportedly turned on a BlendJet 2 without the lid on and put her hand into it. The nature or severity of these injuries were not clear from the complaints. In the third complaint involving an injury, it was reported that the blender started smoking while plugged in, and the complainant’s son burned his finger when unplugging it.

Consumer Reports first tested the BlendJet 2 in August 2022 as part of its blender testing program but did not keep it in the ratings because the blender did not have the standard safety certifications required of products rated by CR. It also did not fit the category qualification of having a cord. Based on CR’s evaluations, the blender was comparatively lower-rated vs. other blenders.

In summer 2023, prompted by consumer complaints, CR ran the BlendJet 2 through several tests, including a durability test involving crushed ice, which was similar to the one we use for personal blenders. Several times during our test, the BlendJet 2 blades jammed and its red

warning light flashed, but when unjammed was able to resume operation. After 38 minutes of operation, the sample blender's blade assembly broke off at the stem.

When contacted at the time, a BlendJet spokesperson responded that the blender was not intended to be used to crush ice, even though the product's marketing shows it being used to break up ice cubes. He also said that the blender should only be used for short blending cycles of a minute or two. Although the product did not bear a certification mark from a recognized lab, the spokesperson said the product had "passed testing conducted by third parties and our own internal tests countless times without failure."

When contacted about the most recent series of incidents, BlendJet told CR that the manufacturer began rolling out an update to the configuration of the BlendJet 2 base and that customers who purchased a BlendJet 2 after August 2023 should have an updated product. Consumer Reports plans to repurchase and re-evaluate the modified BlendJet 2 portable blender in coming weeks and will report on the results.

In light of continued reports of safety incidents, including injuries, involving the BlendJet 2 – and our uncertainty as to whether the CPSC has launched an investigation into the reported incidents – we respectfully reiterate our request for the agency to urgently investigate these reports and take all necessary steps to protect the public. Consumer Reports is now warning consumers that the BlendJet 2 is linked to numerous serious safety concerns reported by its users. We are advising that if consumers choose to continue using the BlendJet 2, CR recommends extreme caution to make sure the blades have not broken and the product is not overheating.

Please do not hesitate to reach out with any questions.

Sincerely,

Ashita Kapoor
Associate Director
Product Safety

William Wallace
Associate Director
Safety Policy

Enclosures: (1) List of SaferProducts.gov public reports about potential mechanical or electrical hazards.

(2) Previous letter from Consumer Reports to the U.S. Consumer Product Safety Commission regarding the BlendJet 2, dated June 27, 2023.

SaferProducts.gov public reports about potential mechanical or electrical hazards:

1. Report Number: 20220718-86C34-2147354929
Report Date: 7/18/2022
Report First Publication Date: 8/12/2022
Reported Issue: Melted charging cable and overheated battery
Link: saferproducts.gov/PublicSearch/Result?id=3809150&handler=Detail
2. Report Number: 20220809-C20F2-2147354500
Report Date: 8/9/2022
Report First Publication Date: 8/25/2022
Reported Issue: Melted charging cable and overheated battery
Link: saferproducts.gov/PublicSearch/Result?id=3856757&handler=Detail
3. Report Number: 20221110-750C8-2147352802
Report Date: 11/10/2022
Report First Publication Date: 12/1/2022
Reported Issue: Broken blades
Link: saferproducts.gov/PublicSearch/Result?id=3970488&handler=Detail
4. Report Number: 20230130-7422A-2147351066
Report Date: 1/30/2023
Report First Publication Date: 2/17/2023
Reported Issue: Melted charging cable
Link: saferproducts.gov/PublicSearch/Result?id=4084243&handler=Detail
5. Report Number: 20230326-6D81F-2147348470
Report Date: 3/26/2023
Report First Publication Date: 4/13/2023
Reported Issue: Broken blade
Link: saferproducts.gov/PublicSearch/Result?id=4152817&handler=Detail
6. Report Number: 20230403-4CB3D-2147348298
Report Date: 4/3/2023
Report First Publication Date: 4/21/2023
Reported Issue: Broken blades
Link: saferproducts.gov/PublicSearch/Result?id=4161791&handler=Detail
7. Report Number: 20230416-4D690-2147348077
Report Date: 4/17/2023
Report First Publication Date: 5/12/2023
Reported Issue: Overheated battery causing a fire
Link: saferproducts.gov/PublicSearch/Result?id=4177225&handler=Detail

8. Report Number: 20230530-7683A-2147347291
Report Date: 5/30/2023
Report First Publication Date: 6/27/2023
Reported Issue: Operates without lid on leading to safety issue
Link: <https://www.saferproducts.gov/PublicSearch/Detail?ReportId=4227378>
9. Report Number: 20230629-6C95E-2147346720
Report Date: 6/29/2023
Report First Publication Date: 7/17/2023
Reported Issue: Overheating, melting and smoking
Link: <https://www.saferproducts.gov/PublicSearch/Detail?ReportId=4264344>
10. Report Number: 20230802-8F253-2147346057
Report Date: 8/2/2023
Report First Publication Date: 8/18/2023
Reported Issue: Broken blade
Link: <https://www.saferproducts.gov/PublicSearch/Detail?ReportId=4314372>
11. Report Number: 20230827-306F8-2147345527
Report Date: 8/27/2023
Report First Publication Date: 9/13/2023
Reported Issue: Overheating, melting and smoking
Link: <https://www.saferproducts.gov/PublicSearch/Detail?ReportId=4360596>
12. Report Number: 20230905-ACB81-2147345367
Report Date: 9/5/2023
Report First Publication Date: 9/21/2023
Reported Issue: Overheating and burn
Link: <https://www.saferproducts.gov/PublicSearch/Detail?ReportId=4365408>
13. Report Number: 20230905-BADAE-2147345371
Report Date: 9/5/2023
Report First Publication Date: 9/21/2023
Reported Issue: Overheating causing melting of cord
Link: <https://www.saferproducts.gov/PublicSearch/Detail?ReportId=4364960>
14. Report Number: 20231023-57A11-2147344501
Report Date: 10/23/2023
Report First Publication Date: 11/8/2023
Reported Issue: Overheating while charging leading to melting of cord
Link: <https://www.saferproducts.gov/PublicSearch/Detail?ReportId=4444160>
15. Report Number: 20231113-34971-2147344039
Report Date: 11/13/2023
Report First Publication Date: 12/1/2023
Reported Issue: Broken blade

Link: <https://www.saferproducts.gov/PublicSearch/Detail?ReportId=4475693>

16. Report Number: 20231118-6E667-2147343944

Report Date: 11/18/2023

Report First Publication Date: 12/6/2023

Reported Issue: Power input smoking

Link: <https://www.saferproducts.gov/PublicSearch/Detail?ReportId=4484939>

17. Report Number: 20231109-E4EB9-2147344102

Report Date: 11/9/2023

Report First Publication Date: 12/7/2023

Reported Issue: Child was able to operate with no lid causing injury

Link: <https://www.saferproducts.gov/PublicSearch/Detail?ReportId=4465315>

Additional reports can be found on the website of the Better Business Bureau:

www.bbb.org/us/ca/benicia/profile/online-shopping/blendjet-1116-882016/complaints



June 27, 2023

The Honorable Alexander Hoehn-Saric, Chairman
The Honorable Peter Feldman, Commissioner
The Honorable Richard Trumka, Jr., Commissioner
The Honorable Mary Boyle, Commissioner
U.S. Consumer Product Safety Commission
4330 East-West Highway
Bethesda, MD 20814

Dear Chairman Hoehn-Saric and Commissioners Feldman, Trumka, and Boyle:

Consumer Reports, the independent, nonprofit, and nonpartisan member organization, writes regarding the BlendJet 2, a battery-powered personal portable blender, that is linked to reports of serious mechanical and electrical hazards. We ask the CPSC to urgently investigate these reports and take all necessary steps to protect the public.

Recently, CR analyzed saferproducts.gov reports and publicly available reviews and found numerous complaints connecting the BlendJet 2 to serious hazards. These reported hazards included broken blades from regular use, overheating, and melted charging cables.

Specifically, CR found seven reports on saferproducts.gov and numerous reviews on bbb.org that reference these hazards. In one saferproducts.gov report, a consumer states that their BlendJet 2 was charging, caught fire, and then “exploded and started a larger fire in our kitchen,” and also reports that “the fire chief identified the rechargeable battery as the cause of the explosion.”¹ Another person reports that the “tips of the blending blades broke off,” and they “possibly swallowed one of them.”² Basic statements from BlendJet have been posted publicly in response to these two reports, but not to the other five reports on saferproducts.gov.

The BlendJet 2 is not currently included in CR’s blender ratings, and CR has not yet spoken to the manufacturer directly. All models in our personal blender ratings are corded, which is a current criterion for inclusion. CR now has samples of the BlendJet 2 in-house, and we are determining next steps for evaluating the product. In the meantime, we want to alert the CPSC, given the need for an investigation and the potential impact on the safety of the public.

¹ Saferproducts.gov, “Report Number: 20230416-4D690-2147348077” (published May 12, 2023) (online at: saferproducts.gov/PublicSearch/Detail?ReportId=4177225).

² Saferproducts.gov, “Report Number: 20230403-4CB3D-2147348298” (published Apr. 21, 2023) (online at: saferproducts.gov/PublicSearch/Detail?ReportId=4161791).

The reported issues associated with the BlendJet 2 may put consumers at risk of injury or death. Moreover, we are concerned this product may not be certified to applicable standards, such as UL 982. The CPSC should immediately investigate potential hazards tied to this product and take all actions that may be needed to alert the public to safety risks and protect them from harm.

Please do not hesitate to reach out with any questions.

Sincerely,

Ashita Kapoor
Associate Director
Product Safety

William Wallace
Associate Director
Safety Policy

Oriene Shin
Policy Counsel