

IMPORTANT PRODUCT SAFETY ADVISORY



PRODUCT:

Highmark® Brand Disposable 8 3/4" Plates, pack of 125 (SKU 508485) and Highmark® Brand Disposable 6 3/4" Plates, pack of 125 (SKU 508513) sold exclusively at Office Depot/OfficeMax retail stores nationwide and on the Web at www.OfficeDepot.com and www.business.officedepot.com from August 2017 to May 2018. The paper plates were supplied to Office Depot by Huhtamaki Hong Kong Limited.

PROBLEM:

Office Depot has learned of one customer incident where a plate ignited when used in a Microwave. No property damage or injuries occurred. However, our analysis suggests that micro-waving the above plates may cause the dark ink on the plate to burn or flame. These disposable paper plates should **not** be used in a micro-wave oven.

WHAT TO DO:

You may continue to use the paper plates safely as disposable plates. However, they should **not** be used in a micro-wave or other oven. If you purchased the plates for microwave use, and wish to replace them with more suitable products, please contact Office Depot customer service.

FREQUENTLY ASKED QUESTIONS

Q: I purchased some of these Highmark brand plates before August 2017 or after May 2018. Should I be concerned?

A: No. Our analysis indicates these plates did not have an ink that might be flammable in a microwave and we have not received any complaints with those plates.

Q: I purchased Highmark bowls or cups. Do they present the same concern?

A: No.

Q: I purchased other paper plates at Office Depot. Are they safe to use in the microwave?

A: You should examine the labeling on the package to determine what the manufacturer's recommendation is for those products.

Q: I never use these plates in my microwave. Are they still OK to use?

A: Yes.

Q: Did you report this problem to the CPSC? Did they request a recall?

A: We advised the CPSC after we learned about the customer incident. The CPSC has not requested that we do a recall because of the low level of the risk of injury. However, our customer satisfaction and safety is our highest priority, and we decided to provide this advisory anyway.