

Recall

Notice and Request for Replacement of the USB Cable Included in Men's Shavers

Thank you for choosing our company products.

For the Lamdash PalmIn ES-PV6A and ES-PV3A men's shavers manufactured by our company from July 2023 to May 9, 2024, and the 3-blade ES-RT4AU and ES-RT1AU entry shavers manufactured from March 2023 to July 31, 2024, it is confirmed that if such shavers are charged with water or liquid adhered to the connection area between the USB socket and the USB cable, an electrical short circuit may occur. As a result, the heat generated at the connection area may lead to melting and burning of the resin.

We have determined that there is no risk of the product igniting based on the structure around the USB socket connection area and the result of the temperature increase experiment related to the heat generation phenomenon. However, in order to prevent accidents caused by heat generation, we will offer the replacement of the USB cable included in the product with a USB cable with overheat protection function without any charge.

We apologize for the inconvenience caused, but if you are using the product, please check the product number and production lot number, and contact the following toll-free number. (Application of replacing USB cable is limited only for Japan resident or address.)

We will deliver the USB cable with overheat protection function to you. When you receive the USB cable, please return the USB cable you have been using.

If the USB socket is dry when charging, there will be no electrical short circuit and there is no problem in using the product until the USB cable is replaced.

When using the product or washing with water, be sure to close the socket cover securely to prevent water and liquid from adhering to the USB connection area.

We sincerely apologize for any inconvenience this may cause you.

Thank you for your understanding and cooperation.

May 21, 2025

Panasonic Corporation

Applicable product


Product name	Part number	Manufacturing period	Production lot number
Lamdash PalmIn	ES-PV6A	July 1, 2023 to May 9, 2024	230701 ~ 240509
	ES-PV3A		
Entry Shaver 3-Blade	ES-RT4AU	March 1, 2023 to July 31, 2024	230301 ~ 240731
	ES-RT1AU		

*With products manufactured on or after May 10, 2024 for Lamdash PalmIn and August 1, 2024 for Entry Shaver 3-Blade, we have changed the included USB cables to the USB cables "with overheat protection function" to reduce the temperature rise around the USB socket.

Location of the part number and production lot number of the applicable product

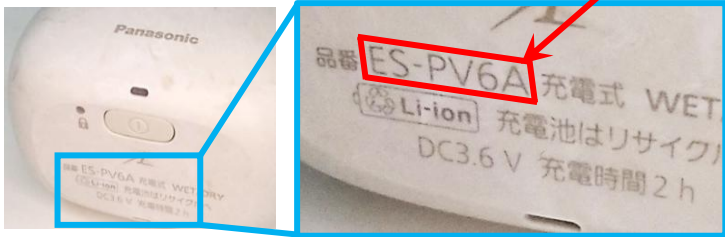
•Lamdash PalmIn

Product Image



①Where to find product number

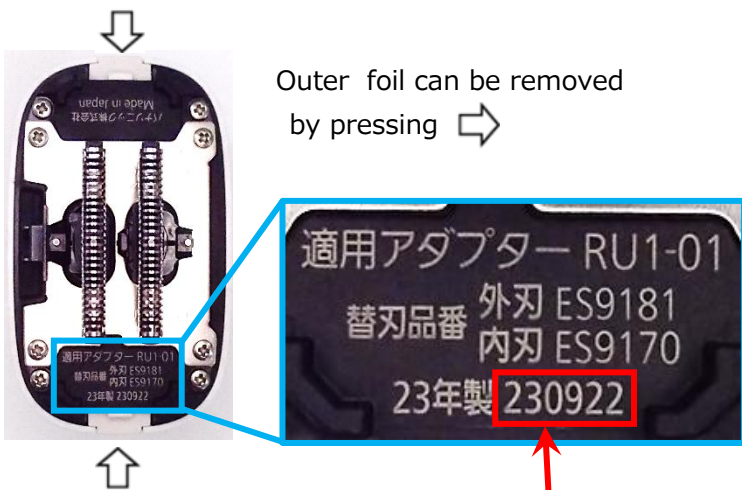
View from bottom



Product number

②Where to find production lot number

Outer foil can be removed by pressing ➡



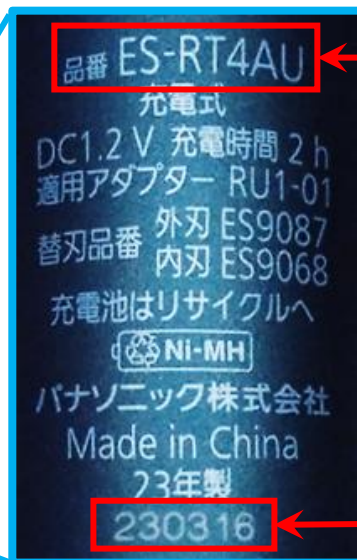
View from top,
after removing the outer foil

Production lot number

•Entry Shaver 3-Blade

Product Image

Back of the unit



① Product number

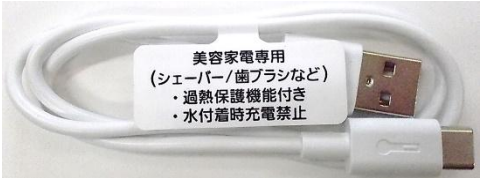

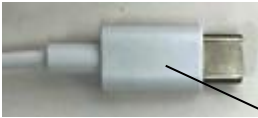
② Production lot number

Replacement Parts


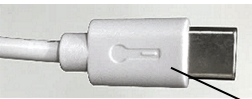

We will replace the included USB cable with an overheat protection USB cable free of charge after your contact.

*The USB cable with overheat protection has a thermometer mark on the plug resin on the Type-C side.

•Lamdash PalmIn

< USB cable with overheat	USB cable with overheat protection
	 <div data-bbox="1123 752 1377 792">thermometer mark</div>
	USB cable included with the applicable product
	 <div data-bbox="1123 938 1377 1016">No thermometer mark</div>

•Entry Shaver 3-Blade

< USB Cable with Overheat	USB Cable with Overheat Protection
	 <div data-bbox="1123 1431 1383 1473">Thermometer Mark</div>
	USB cable included with the applicable product
	 <div data-bbox="1123 1610 1386 1697">No thermometer mark</div>

Delivery and collection procedures for the USB cable with overheat protection function

Step 1. If you are using the applicable product, contact to the following online application form or toll-free number.

Step 2. You will receive a USB cable with overheat protection function.

Step 3. When you receive the USB cable with overheat protection function, please return the USB cable you have been using. (We will enclose a cash on delivery slip on Step 2.)

Toll-free contact

USB charging shaver Contact Center (customers only)

Toll-free (toll-free) **0120-870-070**

< Reception hours >

Until July 31, 2025 9:00 to 17:00 (All days)

After August 1, 2025 9:00 to 17:00 (Excludes Saturdays, Sundays, national holidays and our company holidays)

*Make sure to keep the phone number correct.

Handling of Personal Information

Your personal information (name, address, phone number, etc.) will not be used for any purpose other than replacement or collection of the USB cable.

We may contact you regarding the delivery or collection of the USB cable based on customer information provided by our retail partners.