

Samsung Ends Galaxy Note 7 Sales

Written by Marco Attard
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Samsung brings an end to the Galaxy Note 7, the phablet with the [unfortunate tendency to either catch fire](#) or, in worst case scenarios, explode as it announces a global recall program for the device.



As per company announcement, "since the affected devices can overheat and pose a safety risk, we are asking consumers with an original Galaxy Note 7 or a replacement Galaxy Note 7 to power it down and contact the carrier or retail outlet where you purchased your Galaxy Note 7."

Samsung had already announced a Note 7 recall program involving an exchange with a new version of the handset... only the replacement handsets also started burning. Signs suggest this is due to a battery overheating issues, and as such Samsung changed suppliers during the manufacturing process. However that was in vain, as the new batteries are still getting too hot and, in some cases, burning up.

The situation is so bad that a replacement Note 7 reportedly caused the evacuation of a Sotuhwest Airlines flight in the US as it started to not only smoke up, but also burn the carpet flooring.

"What happens to the next version of the phone when it comes out and how much this is going to impact the sales?" analyst Morningstar Inc. asks Bloomberg. "It's not just the phone; their whole ecosystem is behind this-- displays, memory chips. If their phone sales drop, then their sales of other parts of the business will be impacted. It's a spiral."

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Reaction to the Note 7 was initially favourable, as it received plenty of positive reviews from the specialist press. However, weeks after the August 2016 launch reports emerged of charred handsets, leading to a first recall on September in Samsung's home Korea. Eventually Samsung scrapped not only the device but sales expectations of 20 million units, leading to company shares falling by -8% in value.

Go [Updated Consumer Guidance for the Galaxy Note 7](#)

Go [Samsung to Kill Off Note 7 After Second Round of Battery Fires \(Bloomberg\)](#)