



BenQ GV31 Recall in Singapore: Stop Using It Now

Description

BenQ Singapore is recalling all GV31 portable mini projectors because the battery can overheat and create a fire hazard. Stop using the projector immediately. The official notice offers a free battery service with firmware update or a free upgrade to a GV32.

[Consumer Product Safety Office recall notice](#): Singapore’s Consumer Product Safety Office lists the affected BenQ GV31 recall and the immediate stop-use action. [BenQ Singapore GV31 programme](#): BenQ’s Singapore service page provides the affected-model verification and official service-programme route.

Confirm the GV31 serial details

Situation	What to do
Model label says GV31	Disconnect power and stop use
Choosing to keep the unit	Apply for free battery service and firmware update
Choosing replacement	Use BenQ’s serial-number eligibility route for the GV32 programme
A message asks for payment or bank credentials	Stop and return to the CPSO or BenQ Singapore pages

Stop charging before arranging service

Confirm model before serial sharing. Photograph the product label for your own record. Enter the serial number only on the linked BenQ Singapore recall service.

Make the device safe while waiting. Power it down, unplug it and store it away from heat and combustible materials. Do not open or attempt to replace the battery yourself.

Use only the official service route

Compare the two remedies. The service route keeps the GV31 with a battery replacement and firmware update. The upgrade route changes the unit. Record accessories and return instructions before choosing.

A household recall check

Save the application confirmation, courier or service-centre receipt, serial number and returned items. Photograph physical condition before handover.

What to photograph and retain

An owner finds a GV31 on the base label and has used it the previous evening. The owner unplugs it, records the serial and condition, opens the CPSO notice, follows the official BenQ route and saves the application. The device remains unused until the remedy is completed.

Recall scams and unsafe workarounds

1. Stop using and unplug the projector
2. Confirm the GV31 model
3. Record serial and condition
4. Open the CPSO notice
5. Choose service or upgrade
6. Save all handover evidence
7. Verify the remedy before reuse

Unsafe responses to the recall

- Continuing to use it while waiting
- Opening the battery enclosure
- Using a link from an unsolicited message
- Paying for the stated free remedy
- Sending the unit without a receipt

GV31 recall answers

Which projectors are affected?

CPSO says all BenQ GV31 portable mini projectors.

What is the hazard?

Battery overheating that may cause a fire.

What remedies are listed?

Free battery service plus firmware update, or a free GV32 upgrade.

Treat model verification as the first safety step

Check the product label and serial details against BenQ's Singapore service-programme page before assuming that every portable projector is affected. Photograph the label and the device's condition. If it matches the notice, stop using and charging it, move it away from heat or combustible material and use the official contact route.

Do not open the projector, replace the battery through an unverified shop or continue using it because it appears normal. A battery safety action is preventive; the absence of swelling, smell or heat does not cancel the manufacturer's programme. If the unit is already hot, smoking or damaged, prioritise immediate safety and emergency guidance.

Keep the service form, correspondence, courier or handover record and final repair confirmation. A genuine programme should not require banking credentials or an unrelated payment through a chat link. Navigate to BenQ Singapore or the Consumer Product Safety Office directly instead of trusting a forwarded recall message.

If the projector was bought second-hand or received as a gift, ownership history does not answer whether the hardware is affected. Use the device label and ask the official service centre what proof of purchase, if any, is needed. Tell other household members that the unit is out of use and store the charger with it so nobody restarts charging by mistake while the service request is pending.

After service, compare the returned unit or repair confirmation with the original serial record and ask what work was completed. Only resume use when the official programme says the device is safe to do so, then retain that confirmation with the purchase and warranty records.

Place a visible "do not use or charge" note on the stored projector and tell anyone who shares the space. Keep it in a cool, dry location away from flammable material while following official service instructions. The aim is to prevent accidental reuse between form submission and handover, not to improvise storage or transport advice beyond what the manufacturer provides.

The recall record should identify the Singapore programme, not a similarly named overseas notice. Use the local BenQ form and service-centre details, and keep any case number returned. If the model or serial information is illegible, ask the official centre how to identify the unit rather than guessing from the box, remote control or marketplace listing.

Households sometimes keep a recalled device because it is needed for work or school. That inconvenience does not change the battery risk. Arrange an alternative projector or screen if necessary and keep the GV31 disconnected. Avoid selling, gifting or lending the unit while the safety action is unresolved; passing it to another person only transfers the uncertainty.

Check for updates even after submitting the form. The manufacturer may change collection instructions, service capacity or programme details. Use the case number when following up and avoid posting serial numbers or personal contact details publicly. If the official site and a message conflict, rely on the published Singapore service channel and ask it to confirm the correct next step.

Related reading: Two useful follow-ons are [How to verify a suspicious product-recall message safely](#) and [Another appliance information check](#); choose the one that matches the next action.

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