RECALL NOTICE

Flare Fireplaces LLC

Storage Door(s) – Outdoor Vent Free Fireplaces

We're writing to inform you of an important safety recall affecting the storage door(s) provided with a specific range of outdoor vent free fireplaces sold from October 2018 - October 2023. The list of affected models can be found below.

Flare-VFF-50-100(-H), Flare-VST-50-100(-H), Flare-VRC-50-100(-H), Flare-VLC-50-100(-H), Flare-VDC-50-100(-H)

PLEASE STOP USING THE DOOR(S) IMMEDIATELY AS THEY CREATE A FIRE HAZARD.

To remove the fire hazard and receive your reimbursement, please visit the Flare Recall Website by scanning the QR code below and following the steps shown there to complete the recall process.

While the storage doors and fireplace installation manual are clearly marked and labeled, alerting customers to not attempt igniting the fireplace with the storage door(s) installed, we've received reports of the following scenarios contributing to the recall:

1. Appliance is connected directly to 110v without an on/off switch installed to control operation.
2. Storage door(s) are used as an on/off switch when power is connected directly to the appliance instead of switched power as outlined in the installation manual.
3. 3rd party remote or home automation systems attempting to start the fireplace remotely with the storage doors assembled/attached to the fireplace.
4. On/off switch being engaged with storage door(s) assembled/attached to the fireplace.

If your fireplace was not sold with the aforementioned storage door(s) or the door(s) have been lost or discarded, no further action is needed.

Consumers are advised to immediately stop using the affected storage doors and to dispose of them in a safe and appropriate manner. Once completed, Flare will provide an invisible mesh screen that can be used as a replacement.

FIRE HAZARD- DO NOT CONTINUE TO USE THE RECALLED STORAGE DOOR(S)

If you have any further questions, please call Flare Fireplaces at 1 (866) 639-1590
Visit the recall page at: https://www.flarefireplaces.com/recall