



## FREQUENTLY ASKED QUESTIONS

### **Q. What is the issue with the U39?**

A. Regency has learned of instances of delayed ignitions with two of our U39 and one U37 freestanding units. The delayed ignition resulted in the unit's glass door fracturing and being expelled forward.

In the event of a severe delayed ignition, the pressure relief system did not operate adequately to relieve the buildup of pressure in the firebox, causing the glass to fracture.

**As a result of these reported issues, we are asking that you immediately shut off your unit and turn off the supply of gas until a repair to the unit can be made.** In addition, I want to make sure I have your complete contact information so that we can contact with next steps.

### **Q. What are you doing about this issue?**

A. We are recalling the affected units. Regency engineers have created a special, larger, two-layered pressure relief door to replace the existing one at the back of your firebox. This new pressure relief door optimizes the safe management of additional firebox pressure in the event of a delayed ignition.

Our first kits have already been allocated to dealers and are in the progress of being shipped to our dealers.

Regency dealers are committed to servicing all recalled units, but it will take some time to visit all impacted customers.

### **Q. Why is this fix taking so long?**

A. We apologize for any delay in the process. We have been working expeditiously to design and manufacture a repair, and to work with CPSC and Health Canada to initiate a recall. If you have any issues in scheduling your repair with your local dealer, please let us know.

### **Q. When can I (or my dealer) get my kit?**

A. Regency dealers are committed to servicing all recalled units, but it will take some time to visit all impacted customers. The parts needed to conduct this recall will become available mid to late Spring 2018. Thank you for your continued patience and cooperation as we manufacture and distribute retrofit kits as fast as possible.

### **Q. What do I need to do to get my unit repaired?**

A. At this time, Regency is working with dealers and shipping kits out as quickly as possible. Your dealer will be contacting you within the next several weeks to arrange for your installation.

### **Q. Should I be contacting my dealer?**

A. To avoid inundating our dealers with phone calls, we ask that, if you are already registered, to please wait for your dealer to contact you. Our dealers will be working as quickly as possible to take care of all of their retrofit kit installations.



**Q. This is my only heat source, can I be prioritized?**

A. The decision of who will receive their retrofit kits first, once the dealer receives their allocation, will be at the discretion of the dealers themselves.

**Q. Is this a Product Recall?**

Yes, Regency is working with Health Canada and U.S. Consumer Product Safety Commission to voluntarily recall all U39 and U37 products sold between 2001 and 2018.

**Q. Will I have to pay for this upgrade to my unit?**

A. Regency will cover all costs associated with the retrofit kit, as well as the cost for the dealer to come to your home to perform the required installation. You should not receive an invoice from the dealer. Should you have any additional service requests, we ask that you schedule a separate service call.

**Q. I've never had a problem with my unit, can I still use it?**

A. Out of an abundance of caution, we are advising you to turn the unit off immediately. Our most important goal is to keep you safe.

**Q. What are the risks of using the affected model?**

A. Our most important goal is to keep you safe, therefore we are advising you to turn the unit off immediately. As we produce the retrofit kits, we will contact you with next steps to be able schedule your dealer come out and repair your unit.

**Q. How do I know if my model is affected?**

A. The affected models are the Regency Ultimate U37 &U39 Direct Vent Gas Stove line of fireplaces.

**Q. Where do I find my Serial Number?**

A. Locate your serial number on your unit by opening up the pull down door on the bottom front of the unit.

*Photos are below.*



**Q. How do I safely shut off their unit if it is affected?**

A. Please turn the round knob to align the white arrow with the off position on the knob. See the below picture. Then turn off the gas to the unit.



**Q. How will I know what is going on?**

A. The most important way to get information is to provide your complete contact details to us. You can also send your name, address, phone number and most importantly, email to their special notice email [U39@regency-fire.com](mailto:U39@regency-fire.com). Once the investigation is complete a response will be sent to all customers as to what the next steps are. Regency is working round the clock and is hoping to have information and solutions as soon as possible. For more information, to register your unit and to sign up to receive more updates as they are available, please visit [www.regency-fire.com/U39notice](http://www.regency-fire.com/U39notice) or contact FPI at [U39@regency-fire.com](mailto:U39@regency-fire.com) or 866-867-4328



**Q. Where can customers find out more information and receive updates on the Product Advisory?**

A. We ask that you please provide your contact information to us so that we may keep you advised of further developments. For more information, and to sign up to receive more updates as they are available, please visit [www.regency-fire.com/U39notice](http://www.regency-fire.com/U39notice) or contact FPI at [U39@regency-fire.com](mailto:U39@regency-fire.com) or 866-867-4328

**Q. How do I register my product?**

A. Please visit [www.regency-fire.com/U39notice](http://www.regency-fire.com/U39notice) or contact FPI at [U39@regency-fire.com](mailto:U39@regency-fire.com)

**Q. What is a delayed ignition?**

A. The burner in a gas stove has a series of holes to allow the gas to come out, which a pilot light would then ignite the gas coming out of the holes closest to it. The gas then very quickly ignites from each hole sequentially down the length of the burner. (Similar to the way your BBQ functions) A delayed ignition is when there is an obstruction of the gas holes burner nearest the pilot light. Obstructions to the burner ports can sometimes be due to improper placement of the logs, fire bed media, the use of fire bed media not supplied by Regency, or media used in excess quantities. This blockage of the burner ports in the unit allows gas to build up in the firebox until the gas level eventually reaches the pilot light. Once the gas reaches the pilot light, it ignites. The severity of a delayed ignition can be influenced by a multitude of variables including any variances in the venting from the recommended installation which affects the ability to dissipate the pressure.

Every Regency Gas Fireplace is designed to withstand a delayed ignition and have pressure relief systems to safely dissipate the pressure. In the case of the U39, this system may have an issue requiring its replacement to ensure your safety.

**Q. My fireplace didn't start immediately or makes a whoosh sound when turning on. Is this problem related?**

A. The fireplace may normally take a few seconds for the pilot to light and burner to catch; however, when the dealer comes to make the repair, they will also conduct an inspection of the unit to ensure that it is operating optimally. Excessive or misplaced media is the most common cause of this issue and, if not corrected, it could lead to a delayed ignition.