

Traeger Flatrock Burner Control Knob Customer Inspection & Repair Instructions

This document outlines the burner control knob customer inspection and repair process for all Traeger Flatrock Flat Top Grill (SKU:1DFL42LLA) subject to the Traeger 2023 Flatrock Recall and assists customers in identifying and repairing any misprinted burner control knobs with misaligned, repeated, incorrectly spaced, or missing printed functions or settings.

⚠️ WARNING! Failure to inspect and repair misprinted Flatrock burner control knobs may result in a fire or burn hazard.

How to Inspect Your Flatrock:

1. Ensure that the propane tank valve of the Flatrock is shut off.
2. Remove the three burner control knobs from the Flatrock by pulling the knob straight back. Some force may be required.
3. Inspect each Flatrock burner control knob for the following issues:

(a) Misaligned Printing:

Ensure that the knob's "OFF" setting is horizontal to and directly above the flat edge of the "U" shaped opening on the spindle, as depicted in Figure 1. If any of your knobs are misaligned, the knob is misprinted and must be replaced.

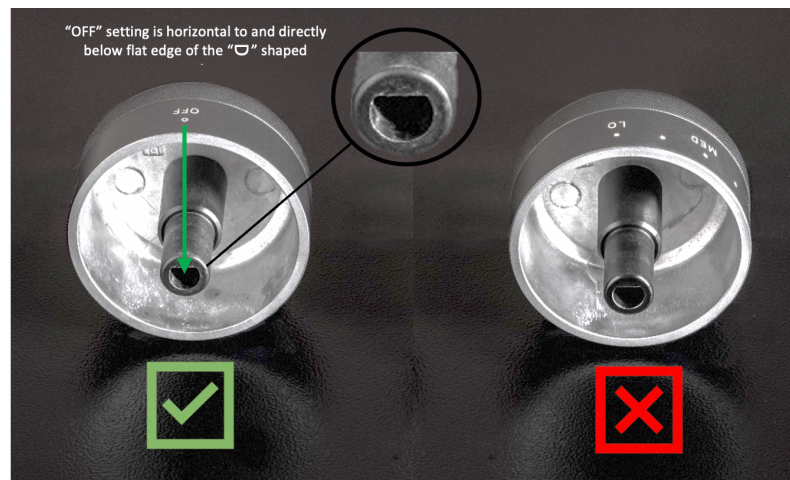


Figure 1. Example of knob with misaligned printing. Good knob (Left) and misprinted misaligned knob (Right).

(b) Double Printing:

If any of your knobs have the burner control settings (OFF, LOW, MED & HIGH) printed more than once on the knob, as depicted in Figure 2, the knob is misprinted and must be replaced.



Figure 2. Example of knob with double printed settings.

(c) Incorrect Spacing:

If there is no dot "□" between the HI, MED, or LO settings, as depicted in Figure 3, the knob is misprinted and must be replaced.

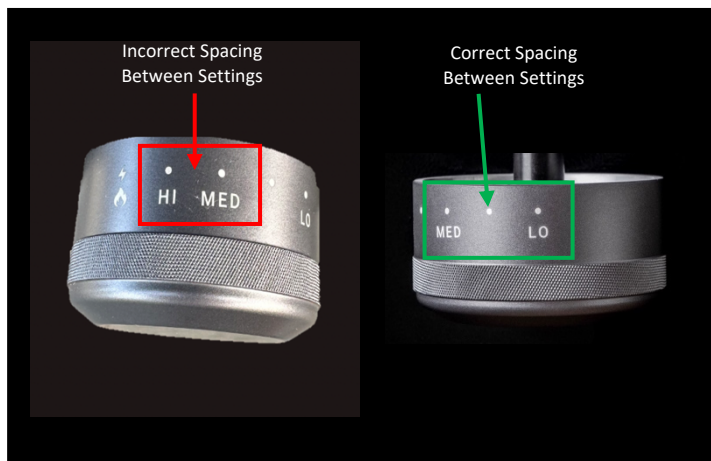


Figure 3. Example of knob with incorrect spacing between settings (dot between HI and MED settings is missing).

(d) Missing Printing:

If any of your knobs are missing any of the burner control settings (OFF, LOW, MED & HIGH) as depicted in Figure 4, the knob is misprinted and must be replaced.



Figure 4. Example of knob with no printing present.

4. Immediately dispose of any misprinted knobs found during the inspection.
5. Do not use your Flatrock until the misprinted burner control knobs have been replaced and properly installed.

6. If no misprinted knobs are identified during the inspection process, go to Step 8.

How to Order Replacement Knobs:

If any knobs are misprinted, Traeger will replace your burner control knobs for **FREE**:

7. Call us toll-free at **833-654-2407** seven days a week from 6:00 AM to 10:00 PM Mountain Time to order free replacement knobs for your Flatrock. There is no charge for handling and shipping of the replacement knobs. We will ask you for the following information to process your knob replacement order:

- a. Product serial number. Your Flatrock serial number can be found on the barcode sticker located under the data plate on the back of your Flatrock as depicted in Figure 5 below:



Figure 5. Location of Flatrock serial number on the data plate.

- b. Number of misprinted knobs found during the inspection process.

How to Replace the Knobs on Your Flatrock:

8. To install your inspected or replacement burner control knobs, press the knobs into the knob groove as depicted in Figure 6 below. Some force may be required.
 - The “OFF” text should be facing up as you’re installing the knobs.

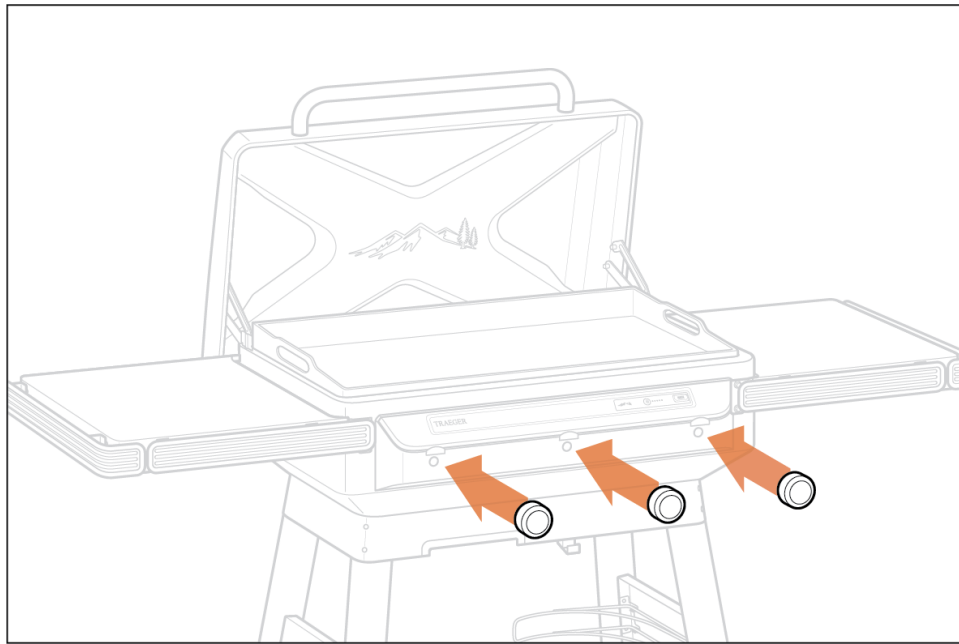


Figure 6. Installation of burner control knobs

9. If you received new replacement knobs, apply the red dot sticker included in your knob replacement kit to the data plate label on the backside of the Flatrock as depicted in Figure 7 below.



Figure 7. Placement of red inspection sticker on the Flatrock data plate label.

10. Once you have inspected and, if needed, replaced your Flatrock burner control knobs, you can continue to use your Traeger Flatrock Flat Top Grill.

Questions? Contact Traeger toll-free at **833-654-2407** seven days a week from 6:00 AM - 10:00 PM Mountain Time.