



Voluntary Plug-in Remote Control Recall

In cooperation with the U.S. Consumer Product Safety Commission, Dimplex North America Limited is announcing a voluntary recall and replacement program for approximately 700,000 plug-in remote control receivers included with certain Dimplex, Electraflame, Symphony, Optiflame, Electralog and Charmglow branded electric fireplaces, stoves and fireplace inserts. Dimplex consumers affected by this program will receive a replacement plug-in remote control kit at no cost for each recalled plug-in receiver. [\(+\)](#) [Read more](#)

[Submit a claim now!](#)

Consumers

Please take the following steps:

1. Refer to the [remote diagrams](#) to determine if you have an affected plug-in remote control. Click [here](#) to view a full list of products that contain the affected remote controls.
2. **If you believe you have an affected plug-in remote control receiver, please do not use it.** Unplug the receiver from the electrical outlet, unplug the fireplace from the receiver, make note of the model number/DOC ID # and date code for claim purposes, then dispose of the receiver.
 - o **Note: This voluntary recall does not in any way affect the safe operation of the electric fireplace or stove when connected without the use of the plug-in remote control receiver.** You may still safely operate your fireplace or stove product manually by plugging it directly to the electrical outlet.
3. To receive a replacement remote control, complete the online [Plug-in Remote Control Kit Replacement Form](#) and we will send you a new remote control kit at no charge.
 - o Note: replacements will ship within 30 days.

Dealers

Please take the following steps:

1. Refer to the list of [affected products](#) and the [remote diagrams](#) to determine if anything in your inventory contains an affected plug-in remote control.
2. Stop the sale of any products that include a recalled plug-in remote receiver and block sale at the register if possible or applicable.
3. Isolate affected inventory and pull the plug-in remote control kit (receiver and transmitter) from the package and dispose of the remote control kit (after taking note of the model number/date code as illustrated).
4. Complete the [Dealer Plug-in Remote Control Kit Replacement Form](#) and we will send you a new plug-in remote control kit at no charge.
5. Please display the recall poster in a conspicuous location in your store until July 9, 2010.

Remote Diagrams

How to identify recalled plug-in remote control receivers:

Contact Information

U.S. Consumer Product Safety Commission

Toll-free Consumer Hotline:

800-638-2772

Hours: 8:00 a.m. — 5:30 p.m. ET

Website:

www.cpsc.gov

Email:

[Send a message](#)

