

Saber Grills Regulator Recall - Consumer Frequently Asked Questions (FAQs)

Q1. Which grill models and products are affected by the recall?

A1. This voluntary recall involves Model RA329 LP regulators with a date code in the range of 1120 to 1344 that were:

- Sold with certain Saber LP grills, warranty part kits and natural gas to LP conversion kits
- Installed as warranty or service parts in certain other Saber LP grills
- Installed in Saber natural gas grills and burners if they have been converted to use LP instead of natural gas

A list of the affected models is available at recall.sabergrills.com.

Q2. Why is Saber Grills conducting the voluntary recall?

A2. The grills' liquid propane (LP) regulator can allow gas to flow at a higher pressure than intended, which can result in a gas leak and flame burst from the burner knobs, posing fire and burn hazards.

Q3. How do I know if my grill is affected by the voluntary recall?

A3. To verify if your Saber grill is included in the voluntary recall, check the model number of the grill located on a rating label on the underside of the grease tray, the regulator date code stamped on the regulator adjacent to the gas tank connection and the regulator model on the center of the regulator.

Q4. Do I need to return my grill to the store if it is affected by the voluntary recall?

A4. No, the grill should not be returned to the store. If your grill is included in the voluntary recall, you can order a free repair kit by contacting Saber Grills toll-free at 1-866-671-7988 from 8 a.m. to 6 p.m. ET Monday through Friday and 10 a.m. to 3 p.m. ET Saturday, or online at recall.sabergrills.com. Consumers with a built-in SABER natural gas grill or with an add-on side burner that has been converted to use liquid propane instead of natural gas with a recalled regulator should call Saber Grills at the same phone number for further instructions.

Q5. How do I get my repair kit?

A5. First you will need to conduct a simple test to determine which repair kit is appropriate for your grill. You can then order your repair kit by contacting Saber Grills toll-free at 1-866-671-7988 from 8 a.m. to 6 p.m. ET Monday through Friday and 10 a.m. to 3 p.m. ET Saturday, or online at recall.sabergrills.com.

Q6. How long will it take to get my repair kit?

A6. Once you order your repair kit, we expect that in most cases you will receive your repair kit in about 7-10 business days.

Q7. How difficult is it to install the replacement parts?

A7. The repair kit provides detailed instructions and should make it easy for you to install the new parts. In addition, Saber Grills has produced a step-by-step video on our website that demonstrates how to remove the old parts and install the new parts. We anticipate it will take about 20 minutes to swap out the regulator assembly. Some consumers will be provided with additional replacement parts. We anticipate that it will take about one hour to swap out those parts. Some steps of each repair will require bending and extended reaching. Please review the instructions before replacing the parts, and if you determine that you are unable to complete the required steps, you should contact Saber Grills for assistance.

Q8. Should I be worried about my safety?

A8. If your grill is included in the voluntary recall and you continue using it, there is a potential burn and fire hazard. Stop using the grill until you have installed the replacement parts. Once you install the replacement parts, your grill will be safe to use.

Q9. Do I need to get a new grill?

A9. No, to address the safety issue all you need to do is conduct a simple test to determine which repair kit is appropriate for your grill, order your repair kit, and install the replacement parts. Once you install the replacement parts, your grill will be safe to use.

Q10. How many grills are affected by this regulator issue?

A10. We have confirmed about 19,000 grills in the U.S., Canada and other countries are affected by the voluntary recall. In addition, up to about 3,000 grills that received warranty parts or were converted to use propane instead of natural gas may be affected.

Q11. Can I continue using my grill if I haven't experienced any issues?

A11. If your grill is included in this recall, you should immediately stop using it and contact Saber Grills for a free repair kit with installation instructions. You can begin using your grill once you install the replacement parts.

Q12. Am I still eligible for a repair kit if I no longer have the receipt for the product?

A12. Yes. You do not need a receipt to order your free repair kit.