

**Digital Electric Smoker Frequently Asked Questions:**

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

A1. This voluntary recall involves certain Digital Electric Smokers (“DES”), with the following model number that were sold from April 2015 through January 2024:

Model Description	Item No.	UPC	Product Label Location & Information
DES 725 Fudeer	14202002	099143020020	Product label and FCC receiver label are located on the outside back of the unit and includes the following information: manufacturer, model number, electrical rating, element no. controller no., serial no., and FCC ID.
	17202002		
	14202002-A1		
	17202002-A1		
DES 725, SST w/window Fudeer Remote	14202004	099143020044	
	17202004		
	14202004-A1		
	17202004-A1		
DES 725, Black w/window Fudeer	19202101	099143021010	
DES, MOK 725 w/remote Fudeer	463246619	047362324665	
Connected DEVS 725, SST w/window Fudeer	15202043	099143020433	
	17202043		
	15202043-A1		
	17202043-A1		
DES 1000, SST w/window Fudeer Remote	14202005	099143020051	
	17202005		
	14202005-A1		
	17202005-A1		

**Q2. Why is Char-Broil conducting the voluntary recall?**

A2. The Digital Electric Smokers included in the voluntary recall can leak electrical current during use, posing an electric shock hazard.

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

A3. To verify if your Char-Broil digital electric smoker is included in the voluntary recall, check the model number of the on the outside back of the unit in the lower right-hand corner. Recalled model numbers can be found on our website at [www.charbroil.com/recalls](http://www.charbroil.com/recalls).

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

A4. No. If your smoker is included in the voluntary recall, you can order a free repair kit by ordering direct from our self-order form located at [www.charbroil.com/DESfix](http://www.charbroil.com/DESfix) or by contacting Char-Broil toll-free at 833-206-4647 from 9 a.m. to 7 p.m. ET Monday through Saturday, email at [recall@charbroil.com](mailto:recall@charbroil.com), online at [www.charbroil.com](http://www.charbroil.com) and click on “Product Recalls” under “Parts & Support” or [www.charbroil.com/recalls](http://www.charbroil.com/recalls) for more information.

**Q5. How do I get my repair kit?**

A5. You can order your free repair kit online by following the link [www.charbroil.com/DESfix](http://www.charbroil.com/DESfix) or by contacting Char-Broil toll-free at 1-833-206-4647 from 9 a.m. to 7 p.m. ET Monday through Saturday, or online at <https://www.charbroil.com/recalls> for more information."

**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 3-5 business days.

**Q7. How difficult is it to install the repair kit?**

A7. The repair kit provides detailed instructions and should make it easy for you to install the repair kit. In addition, Char-Broil has produced a step-by-step video on our website that demonstrates how to install your repair kit. We anticipate it will take no more than 1-2 minutes to install your repair kit.

**Q8. Should I be worried about my safety?**

A8. If your smoker is included in the voluntary recall and you continue using it, there is a potential the smoker can leak electrical current during use, posing an electric shock hazard. Please stop using the smoker and order your free repair kit.

**Q9. Do I need to get a new smoker?**

A9. No, to address the recall issue all you need to do is order your free repair kit online by following the link [www.charbroil.com/DESfix](http://www.charbroil.com/DESfix) or by contacting Char-Broil toll-free at 1-833-206-4647 from 9 a.m. to 7 p.m. ET Monday through Saturday, or online at <https://www.charbroil.com/recalls> for more information.

**Q10. How many smokers are affected by the Digital Electric Smoker (DES) recall?**

A10. The recall affects about 211,700 units in the US and about 3,440 sold in Canada were affected by the voluntary recall.

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

A11. If your smoker is included in this recall, you should immediately stop using it and order your free repair kit online by following the link [www.charbroil.com/DESfix](http://www.charbroil.com/DESfix) or by contacting Char-Broil toll-free at 1-833-206-4647 from 9 a.m. to 7 p.m. ET Monday through Saturday, or visit us online at <https://www.charbroil.com/recalls> for more information. You can begin using your smoker once you install the repair kit.

**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. To order your free repair kit you will need the model number and serial number of your smoker which can be found on the outside back of the unit in the lower right-hand corner.

**Q13: What is in the repair kit?**

A13: The repair kit consists of a Ground Fault Circuit Interrupter ("GFCI") plug (also known as a "pigtail"), a clamshell enclosure to secure the GFCI pigtail and a cable clamp. Instructions for installing each of these repair kit items will also be provided,