



Espresso Made Right

DEFECT & REPLACEMENT NOTICE: Signature PRO Stem

January 7, 2019

DEFECT & REPLACEMENT NOTICE for the Signature PRO Stem

Dear Esteemed Flair Distributor –

You are receiving this notification because we at Flair recently identified a manufacturing defect with the stems of Signature PRO units sent to distributors between late November and December of 2018, and as such are subject to immediate replacement. This does not affect any PGK products sent during the same time frame. The details of this potential defect are below, as well as instructions for replacing your current inventory and managing customers that may have received a defective product. We sincerely apologize for any inconvenience this may cause, but as a company Flair Espresso is dedicated to the highest quality products and the highest level of transparency and customer service.

Defect Details:

1. As you may recall, shipping of the Signature PRO units to distributors was mostly delayed until after the 17th of December. This delay in shipping was due to the delay in the manufacturing of the stems.
2. These stems were completed just before our shipping deadlines and were sent immediately, after internal QC checks at our factory, to distributors so you could begin fulfilling orders.
3. Just this week we learned these stems do not have the same structural integrity as those originally signed off by our QC department prior to production. Our stems were designed to always withstand repeat pressure at 10 BAR, the upper suggested limit for brewing espresso with the Flair.
4. Stems from the production lot that you received, shipped between late November and December 2018, potentially have a defect that can cause the stem to bend at pressures above 8 BAR. This potential bending of the stem can force the plunger inside the cylinder to tilt which can result in: jagged pulls, unwanted noise, and a lifting of the cylinder towards the end of the pull.
5. **In extreme cases, the cylinder can lift enough that the cylinder can snap off of the portafilter and release hot coffee. This is the largest concern to us and to you!**
6. You may want to discontinue the sale of Flair Signature PRO units until we can ship your replacement stems. The details are below.
7. We also ask that you contact any customers that have received a Signature PRO from you to advise of the defect and to provide them with a replacement process, as specified in the letter entitled "recall_pro_stem_customers_2018.docx". But you may also advise your customers that if they'd like to continue using their existing stem, they should not exceed 7 BAR pressure when brewing.

Replacement Details:

We will replace your potentially defective stems at no cost to you. Molds are currently being modified and new stems should be available for shipment by the end of January, prior to the Chinese New Year. The number of replacement stems sent to you will match the number of PROs ordered.