



Espresso Made Right

DEFECT & REPLACEMENT NOTICE: Signature PRO Stem

January 7, 2019

DEFECT & REPLACEMENT NOTICE for the Signature PRO Stem

Dear Esteemed Flair-ista –

You are receiving this notification because your recently purchased Signature PRO was identified as being part of a production lot that may have a defect specific to the stem of your Signature PRO, and as such is subject to immediate replacement. The details of this potential defect are below, as well as instructions for receiving your new stem. 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.



**Defective Item:
Signature PRO Stem**

Defect Details:

1. Upon launch of the Signature PRO, we received a large number of orders that were scheduled to be shipped by the 10th of December. This shipping target was delayed, as you may remember, by a few days because we had not yet received the final stems for the PRO, which were still being manufactured.
2. These stems arrived just before our shipping deadline and were sent immediately to meet our deadlines for delivery by Christmas.
3. Just this week we learned these stems do not have the same structural integrity as those 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 in December

of 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. While you don't have to discontinue the use of your Flair Signature PRO until you receive your replacement stem, we'd recommend that you do not exceed 7 BAR pressure when brewing.

Replacement Details:

We will replace your potentially defective stem at no cost to you. To activate the shipping of this stem, please respond to this email confirming your name and shipping address. This is required as we have many international customers and products provided as gifts and need to confirm shipment details. Replacements will be shipped on a first-come, first-serve basis. This replacement program will take place between January 14th and March 1st, 2019.