

# RECALL NOTICE

Ortal USA

## TR90 and TR110 Direct Vent Gas Fireplaces

Only units sold prior to February 2020 are included in this retrofit program.



Ortal is providing a retrofit program that involves Ortal TR90 and TR110 fireplaces that were sold prior to February 2020. Ortal has learned of incidents of improper installation of these fireplaces which have caused overheating. When installed on a wood platform, this overheating may cause the wood platform to ignite resulting in a fire hazard. Ortal has developed a retrofit plate to be installed on the bottom of the units to help prevent overheating or fire in the event of improper installation, which will be installed at no charge to consumers.

Customers should immediately stop using TR90 and TR110 and contact their authorized Ortal dealer to determine whether their unit is subject to the retrofit and arrange for inspection and installation, or customers may contact Ortal at:

**818-238-7000**

or visit their web site at: [www.ortalheat.com](http://www.ortalheat.com)