

# **STOK Recall FAQ's**

## **1. What does a regulator do?**

A regulator controls the flow of gas coming from the propane tank and “regulates” pressure from the tank going to the burners. Propane tanks have high pressure and the regulator takes that pressure and reduces to 1 psi to produce an even, constant flame in grill applications.

## **2. How would I know my regulator has malfunctioned?**

All grill regulators have a lifespan and should be checked regularly for leaks. Often times, you can detect regulator malfunction when a “hissing” sound comes from the regulator housing or hose. Another indication is that your grill is not getting as hot as it normally does. Also keep in mind, there may not be an issue with your regulator and it's the actual propane tank that needs attention (refer to FAQ #9 for more details on the QCC1 sensor in your propane tank.)

## **3. What is wrong with the regulator on my STOK grill?**

Chances are, there is nothing wrong with your regulator. Regardless, we've had a small percentage of regulators malfunction when a rubber seal dislodges from an internal lever arm that controls gas flow. These regulators were manufactured by the Guangdong Chant Group and are certified to the rigorous CSA safety standard. There have been no reports of any injuries resulting from this malfunction but, out of an abundance of caution, we are voluntarily recalling all regulators shipped on a STOK Quattro or Island grill manufactured from December 2010 through July 2011.

## **4. Why did you use Chant regulators on STOK grills?**

The Guangdong Chant Group has been supplying regulators for grills and heating products for nearly 25 years. In those 25 years, Chant has had an excellent safety record with no recalls or significant product related quality issues. With that said, STOK grills are designed to the highest quality and safety standards available and Chant was selected based on their track record, CSA compliance and approvals though extensive lab testing.

## **5. Is the rest of my STOK grill safe?**

Yes, your STOK grill was designed and manufactured to exceed the highest standards in grill safety, quality and performance. Be sure to reference the user manual often for instructions and tips for safe grilling and maintaining a high level of grill performance. [Click here to download the STOK Quattro Manual.](#) [Click here to download the STOK Island Manual.](#)

## **6. How do I test my regulator?**

Connections on the hose and regulator were tested at the factory to ensure no gas leaks were present. However, shipping and handling could loosen connections. As a safety precaution:

- a. Turn all control knobs on the control panel off.
- b. Make sure the regulator is properly connected to the LP gas cylinder.
- c. To open the cylinder valve: turn hand wheel counterclockwise.

If you hear a **rushing** sound, immediately turn off the cylinder valve. This sound means there is a major leak at the connection. Correct the problem before proceeding.

- d. Using a clean paint brush and a 50/50 mixture of mild soap and water, brush soapy solution over all the connections and fittings on the grill.
- e. "Growing" bubbles indicate a leak. Close the cylinder valve then retighten all connections.

**NOTE:** If leaks cannot be stopped, do not try to repair. Call for replacement parts.

If you are not using the grill immediately after the leak test, close the cylinder valve by turning the valve clockwise).

#### **7. Can I continue to use a faulty regulator?**

No. If your regulator has malfunctioned it is necessary to replace that regulator.

#### **8. Can I just use any replacement regulator found at most stores?**

Regulators supplied by the manufacturer of your grill are designed with hose lengths to fit your grill properly. Although replacement / universal regulators found at most hardware/houseware stores work the same and control pressure to 1 psi, the hose lengths on "universal" regulators are typically longer to fit many different sizes of grills.

#### **9. The regulator does not appear to be leaking but my grill doesn't get very hot... what's happening?**

Your regulator may have malfunctioned or the QCC1 safety device in your propane tank may have tripped. All propane tanks manufactured after 2000 are equipped with the QCC1 safety device. This device will change the amount of high pressure coming from your propane tank (reduce to approximately 1/10<sup>th</sup> flow rate) if a sudden fluctuation in pressure is detected. The most common way to trip the QCC1 is to replace your tank while you've left the burners in the "ON" position on your control panel. If that is not the case then it is most likely a faulty regulator or regulator hose to blame. Please contact STOK customer service at 1-800-867-9624 for assistance.

#### **10. I don't have a STOK grill but my regulator says it is made by Chant... is it affected in this recall?**

Chant has been supplying regulators for grills and heating products for nearly 25 years. This particular recall is specific to STOK grills that use the CSA certified Chant regulator model AZF with a date code between 1046-1143. The date code is stamped on the back of the regulator. Units with the additional model number 081001006726 or 081001002742 are not included in the recall. Chant has been making this model regulator since 2003 with approximately 3 million units in circulation - if you'd like more information regarding Chant regulators used on all non-STOK grills or heaters, you can visit their website [www.chinachant.com](http://www.chinachant.com) for contact information.

#### **11. How would I determine if I have an affected Chant Regulator?**

The Chant model AZF regulator has been in service since 2003 and can be found on dozens of grills and heater products. You can identify if your gas appliance uses the Chant model AZF regulator by finding the model number stamp on the surface of the metal housing of the regulator. In this case, "Model AZF" will be clearly noticeable on the top surface. [Click to view image of regulator](#) . If your regulator has "Model AZF" stamped on it but also reflects an additional model number of 081001006726 or 081001002742 it is not affected and not included in the voluntary recall.

**12. If the current regulator on my STOK grill works, then why should I replace it? What have you done to make it better?**

All regulators used on propane gas products (grills or heaters) have very similar internal mechanics. After exhaustive testing and evaluation, the team at STOK has identified a unique way to gauge performance longevity that can be used to test ANY regulator on the market today. Working with regulator suppliers on our increased safety factor requirements, we have implemented this testing and performance criteria on all regulators shipped with STOK grills since July 2011. New replacement regulators available from STOK incorporate the latest design changes and have been tested to the highest performance criteria.

**13. My regulator says “Laite” - is that affected?**

Some STOK grills were also manufactured with Laite brand regulators. These regulators have passed our increased safety factor requirements and we have no reports of any issues with Laite regulators. If your STOK grill has a regulator with the name “Laite” on it then it is NOT a part of the voluntary recall.

**14. How do I remove the current regulator?**

Regulators can be replaced very easily by disconnecting the hose from the grill manifold. Before attempting any repair to your grill, please make sure you have turned all control knobs to their “OFF” positions and disconnected the propane tank from the regulator.

To replace the regulator, follow the hose until you find where it connects to the manifold. You will find a hex nut connection - with a ¾ wrench, loosen this connection to remove the regulator. [Click to download Quattro regulator installation guide.](#) [Click to download Island regulator installation guide.](#)

**15. What should I do with my old regulator?**

Please contact STOK customer service at 1-800-867-9624 to obtain a free replacement regulator. We will provide a prepaid shipping label to you for purposes of returning your current regulator to us. Upon receipt, we will immediately send a replacement regulator.

**16. How do I connect a new regulator?**

After successfully removing the current regulator, thread the new regulator hose nut onto the manifold. Secure the connection by achieving a “snug” fit using a ¾ wrench. [Click to download Quattro regulator installation guide.](#) [Click to download Island regulator installation guide.](#)

**17. Who do I contact if I have questions?**

Please contact STOK customer service at 1-800-867-9624 if you have any questions.