IMPORTANT PRODUCT RECALL NOTICE

Date: September 10, 2026

From: AGA Rangemaster

To: AGA Range Authorized Service Providers

RE: Voluntary Recall of Certain AGA Elise and AGA Mercury Freestanding Dual Fuel Ranges (AEL 361/481 and AMC36/48)

In cooperation with the U.S. Consumer Product Safety Commission, AGA is conducting a voluntary recall of certain AGA Elise and AGA Mercury Series freestanding dual fuel ranges manufactured between March 19, 2025, and July 24, 2026, as listed below. This voluntary recall is being conducted following AGA's discovery that in isolated instances, a component, known as a test port cap, may be missing from the gas manifold that fuels gas to the surface burners on the range.

The test port and the test port Cap are not used in the regular operation of the Range and are only used for pressure testing the gas flow in the factory and during installation. If the test port Cap is missing, the test port will not be sealed, allowing gas to leak from the test port when the Range is connected to a gas supply. AGA has not received any reports of gas leaks associated with the missing test port Cap and we are not aware of any injury or property damage of any kind related to this issue.

Model	Production Date Range
AEL361DF	3/19/25 to 7/24/26
AEL481DF	3/19/25 to 7/24/26
AMC36DF	3/19/25 to 7/24/26
AMC48DF	3/19/25 to 7/24/26

1 The model number for each unit is followed by a two-letter abbreviation that indicates the color of the unit. For example, AEL361DF in stainless steel will be AEL361DFSS. All colors (classic and soho), burner configurations, and gas types (Natural or LP) are included.

Customer Calls

If you are contacted by customers regarding the recall, advise them to contact the AGA toll-free recall number at 888-257-7912, Monday through Friday, 8:00 a.m. to 8:00 p.m. EST. Also, please request the customer have the following information before calling AGA:

1)Name, address, telephone number and email address

FOLLOW THESE STEPS TO DETERMINE IF A CUSTOMER'S RANGE IS SUBJECT TO THE RECALL AND COULD BE MISSING THE TEST PORT CAP

<u>STEP ONE</u>: DETERMINE IF THE RANGE IS SUBJECT TO THE RECALL:

1. Locate the model number/serial number on the rating plate on your range. The rating plate is located on the bottom panel of the unit under the storage drawer.

2. For 48” wide Elise and Mercury units slide the drawer fully forward and push the end of the plastic clips at the same time, up on RH side and down on the LH side, as shown in fig 1 and fig 2 below, while pulling the drawer forward away from the slide runners. Record the model and serial number. To reinstall rest the drawer rails on to the slides on both the RH and LH sides, guiding the rails into place. Pull the slides fully forward on each drawer rail while holding the drawer in place until the clips click into position.

3. For 36” wide Elise and Mercury ranges slide the storage drawer fully forward. Using a Phillips head screwdriver remove the four screws, two on each edge as shown in fig 3 below. Lift the drawer out of position. Document the model and serial number. Reverse process to reinstall the drawer.

4. Visit the AGA Recall webpage at www.agarangeusa.com/testcap-recall enter the model and serial number into the appropriate fields and click “*Submit*.” A notice will display if the range is affected.

OR

Call the AGA toll free recall number **888-257-7912**, Monday through Friday, 8:00 am to 8:00 p.m. EST (have your model number and serial number when calling).

Elise 48”



Elise 36”



Mercury 48”



Mercury 36”



Fig 1

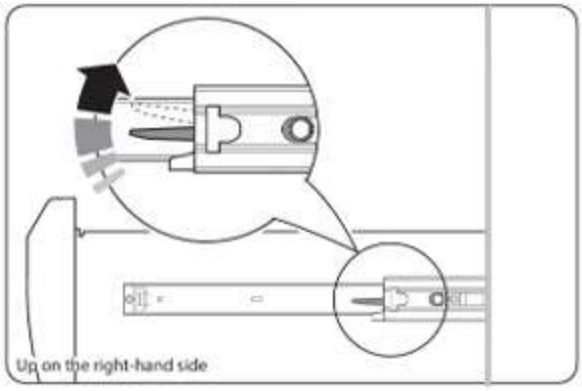
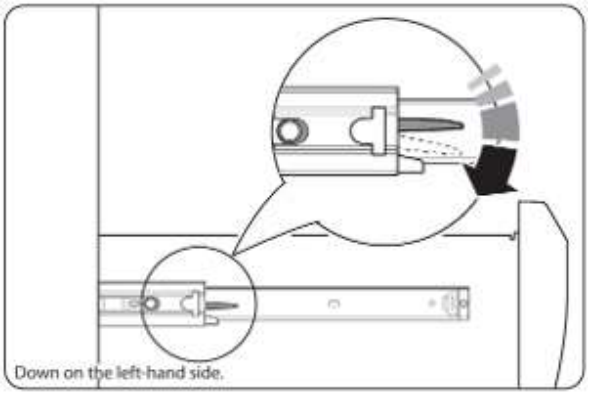
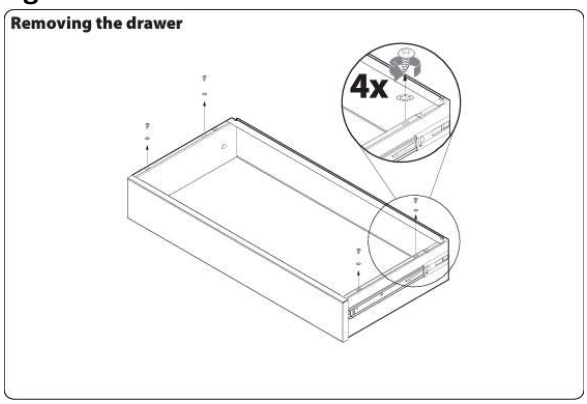


Fig 2



48” Elise and Mercury drawer removal with clips

Fig 3



36” Elise and Mercury drawer removal with Phillip screws.

For further detail on drawer operation and the rating plate and serial number location, scan your product’s QR code below to view the owner’s manual.

Elise 48” Elise 36” Mercury 48” Mercury 36”

If you are unable to identify the serial number of your range, or unable to remove the storage drawer, call the AGA toll free recall number **888-257-7912**, Monday through Friday, 8:00 a.m. to 8:00 p.m. EST. If our Customer Service team is unable to assist you in locating your serial number, they will schedule a prompt visit by an Authorized Service Provider at no cost.

If the range is <u>NOT</u> subject to the recall, no additional action is needed.

If the range <u>IS</u> subject to the recall install the PTP Cap as detailed in the supplied service kit instructions.

If a range is subject to the recall but you have not received the recall kit. Locate and Shut off the gas supply to the range until the kit is received and service can be performed.

<u>STEP TWO</u>: DISCONNECT THE GAS SUPPLY TO THE RANGE.

This will disable operation of the gas surface burners and prohibit any further risk of a gas leak.

Shutting off the gas supply will not affect the operation of the electric oven sections, which can continue to be used safely.



The PTP Cap will be sent in advance to authorized servicers for inventory/ truck stock. If more stock is needed, they can be ordered at the AGA toll free recall number 888-257-7912.

For details about the repair, please check the AGA / Documoto website and view the recall bulletin and instructions sheets. Instruction sheets will also be supplied with the repair kits.

See below for more details on the service call procedures.

Claim Processing

Open the dispatched claim in Global Warranty. Enter the "work completed date". Within the "Work Performed" field servicers **MUST** enter either **"Inspected for PTP nipple cap, found it in place and leak tested" OR "Inspected for PTP nipple cap, found it missing. Installed supplied PTP Cap and leak tested".** To complete the claim, enter the labor line selection and then hit "submit". The repair will be paid at your established rate. No parts should be included in the claim as the necessary parts are being shipped free of charge directly to the servicer.

ONLY THE REPAIR OUTLINED IN THIS LETTER IS COVERED BY THIS RECALL/CLAIM PROCESS. Any other repairs should be processed as normal. Repairs still covered under the product warranty should be submitted as a separate standard warranty claim. Repairs outside of the product warranty should be made on a COD basis. If you have questions regarding the claims processing, please contact your Regional Service Manager or the Warranty Administration department at 800-914-4799.

This recall is being conducted in cooperation with the U.S. Consumer Product Safety Commission, who will monitor the effectiveness of this recall program.

Thank you for helping us with this important safety matter. If you have any questions about this recall, please contact your AGA Regional Service Manager or AGA Warranty Administration at 800-914-4799

Sincerely,

AGA Range USA