



Global Support Center  
3400 Cumberland Blvd.  
Atlanta, GA 30339  
Phone: 770-852-9000  
Fax: 770-852-9453

**April 25<sup>th</sup>, 2018**

**SAFETY RECALL NOTICE**

Dear Valued Customer,

HD Supply ("HDS") is voluntarily recalling twelve 52" Seasons<sup>®</sup> ceiling fan models with specific markings on the metal blade arms. No other HDS or Seasons<sup>®</sup> fans are included in this recall. Please stop the use of impacted fans due to risk of a blade arm breaking during use, which could cause injury. This voluntary recall is consistent with our ongoing commitment to product quality and customer safety.

Only the following SKUs are impacted:

269702, 269712, 269714, 269716, 269718, 269808, 269810, 269812, 269816, 269818, 269820, 269822

The recalled fans were produced between January 2016 and July 2017. After investigation, it was concluded that the cause was related to a component selected by the manufacturer. The issue has been corrected by the manufacturer, and HDS is procuring replacement blade arms that will be sent to impacted customers upon request.

**How to identify if you're effected by this recall?**

Customers must immediately stop using the fan(s). Inspect the blade arms to confirm if your fans are in scope for this recall. Refer to the images below as well as the **Replacement Instructions** for details on how to identify which blade arms are impacted, as well as instructions for removing and installing blade arms. HDS will send replacement kits to customers that identify impacted units.

**How can I request replacement blade arms?**

Complete all data on the replacement **Blade Arm Request Form** and email the form to: [FMWarrantySolutions@hdsupply.com](mailto:FMWarrantySolutions@hdsupply.com)

**How long will it take to receive replacement blade arms?**

Replacement products will ship approximately 3-6 weeks after receipt of the Blade Arm Request Form.

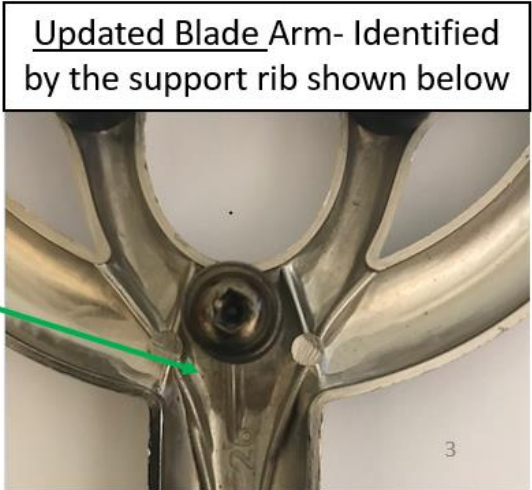
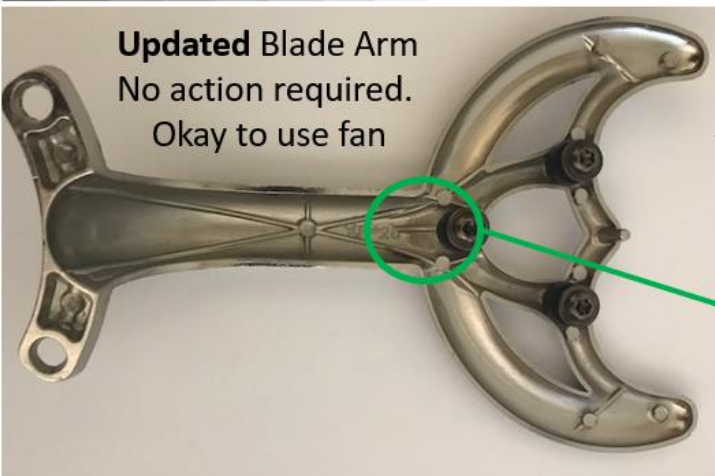
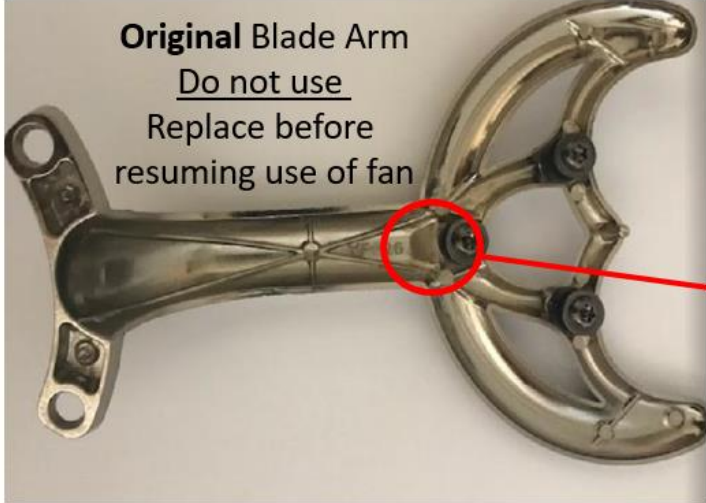
If you need additional information, please call **800-782-4154** or email [FMWarrantySolutions@hdsupply.com](mailto:FMWarrantySolutions@hdsupply.com).

**Steps to confirm if your fan is in scope of the voluntary recall:**

1. Confirm your fan(s) is one of the twelve models listed below:
  - a. 269702, 269712, 269714, 269716, 269718, 269808, 269810, 269812, 269816, 269818, 269820, 269822.
2. Remove the blade arms and look for the following markings shown in the images below.

Note that if your blade arm has the support rib shown below, the blade arms are not impacted by this recall.

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**HD Supply Seasons® Fans Replacement Blade Arm Request Form**

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Customer First & Last Name: \_\_\_\_\_  
Property Name: \_\_\_\_\_  
Property Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Number of Units at Property: \_\_\_\_\_  
Number of Fans Purchased Since 2016: \_\_\_\_\_  
Number of Original Blade Arms (No Middle Support Rib): \_\_\_\_\_  
Name of HDS Field Account Rep: \_\_\_\_\_

**Please Confirm the Number of Blade Arms Requested By SKU:**

(Note: Each fan requires 5 blade arms. Please be sure to enter quantity of blade arms and not quantity of ceiling fan units)

SKU Number	Quantity of Blade Arms Requested
269702	
269712	
269716	
269808	
269810	
269816	
269818	
269820	
269822	
269718	
269812	
269714	

Please email the completed request form to:  
**FMWarrantySolutions@hdsupply.com**