



One Fire-Lite Place
Northford, CT 06472-1653 USA

203-484-7161
203-484-1098 Fax

System Sensor 400 Series Thermal Smoke Detector Product Recall Bulletin

November 8, 2004

Dear FIRELITE Customer:

System Sensor has announced a product recall on 400 Series System Sensor thermal smoke detectors. This bulletin provides details on the recall, including procedures for returning installed and uninstalled units.

Affected Product

- 2400TH**
- 2412THB**
- 2424TH**
- 2451TH**

Problem Cause and Corrective Action

The internal contact of the thermal switch component may have an “insulative” film preventing the detector from reporting a heat alarm signal to the control panel. This in no way affects the performance of the smoke detector in regard to detecting smoke and reporting a smoke alarm to the control panel.

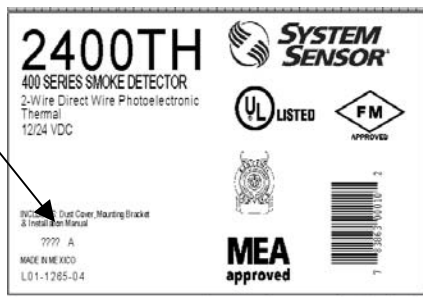
The thermal switch component supplier has identified this issue and has corrected the problem. Thermal switch components used in products manufactured by System Sensor after November 12, 2004 will not exhibit this behavior.

Date Codes

The potentially defective thermal switch was used as a component in product manufactured between March 29, 2004 and September 27, 2004. The date code will appear on the product nameplate and carton label using the YMMW (Y=Year, MM=Month and W=Week of the Month) format. The affected date codes are as follows:

<u>Product Manufactured</u>	<u>Date Code</u>	through	<u>Product Manufactured</u>	<u>Date Code</u>
March 29, 2004	4035		September 27, 2004	4095

Date Code



Typical Product Carton Label

Date Code



Typical Product Label

Shelf Recall Return Procedures

Please immediately return all non-installed current inventory of potentially defective products to your distributor. Your distributor will issue you a credit for all non-installed current inventory of potentially defective products.

Replacement Product Availability

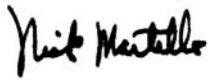
The thermal switch component supplier has implemented corrective actions to correct this potential problem. System Sensor will resume production of the affected models on November 12, 2004.

Field Return Procedures and Compensation

1. Contact FIRELITE Customer Service for a Return Authorization number.
2. FIRELITE will replace, at no charge, any potentially defective smoke detectors that have been installed bearing an affected model number and date code referenced in this bulletin.
3. FIRELITE will compensate you with a \$25 labor reimbursement credit for costs associated with replacement of each potentially defective smoke detector **that has been installed** bearing an affected model number and date code referenced in this bulletin with replacement System Sensor product.

We sincerely regret this inconvenience and appreciate your support as we work together to resolve this issue. For any questions regarding this recall please call Customer Service at 1-800-627-3473.

Sincerely,



Nick Martello
Director of Marketing
FIRELITE