
IMPORTANT PRODUCT NOTIFICATION TO OUR CUSTOMERS

Re: **Smoke Alarm Replacent: ESL 320ACC, 320ACX, 350CC and 350CX**

Dear (Customer):

Our records indicate that we previously installed in your property one or more 320ACC, 320ACX, 350CC and 350CX AC powered, hard-wired smoke alarms that were manufactured between July 2005 and December 2005 by GE Security (now a part of UTC Fire & Security or "UTCFS"). UTCFS is reporting that these units include a component that can prematurely fail – emitting heat and smoke that causes the alarm to sound. There have been no known reports of injury or property damage beyond localized sooting or partial deformation of the detector cover, but to address this quality issue UTCFS is recommending that you replace these units and has launched a voluntary replacement program. If you have one or more of the above referenced smoke alarms, UTCFS will provide a free smoke alarm replacement even though your smoke alarm is already out of warranty,

Enclosed with this letter is UTCFS's *Important Product Replacement Notice*, which among other things explains in detail how to determine if your smoke alarm is a model 320ACC, 320ACX, 350CC or 350CX and whether it falls within the manufacturing dates covered by this program. Your participation in this voluntary replacement program is important. Please contact us immediately if you determine that you have units that fall under the replacement program. If necessary, we will arrange a service call to replace any units that fall under the replacement program at no cost to you.

In order to schedule an inspection, please contact:

[insert dealer name]

[insert contact information and hours of operation]

We apologize for the inconvenience and thank you for your immediate attention to this matter.

Sincerely,
[Dealer]



IMPORTANT PRODUCT REPLACEMENT NOTICE

July 29, 2010

UTC Fire & Security (UTCFS) to Replace GE Security - ESL Smoke Alarms; Component May Fail Prematurely



PRODUCT NAME: ESL 320ACC, 320ACX, 350CC and 350CX Smoke Alarms

DATE CODE RANGE: July 2005 to Dec. 2005 (weeks 26 to 50 of 2005)

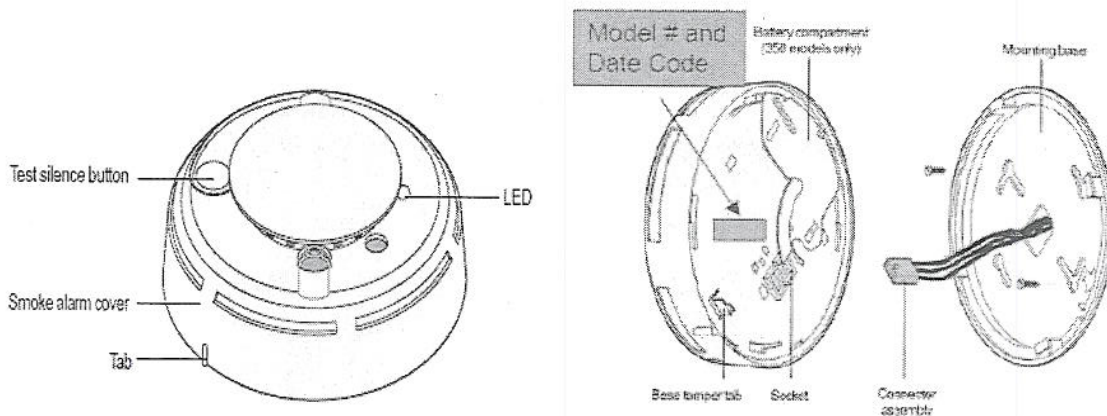
MANUFACTURER: GE Security, Inc. (now a part of UTCFS)

UNITS: Approximately 10,000

POTENTIAL ISSUE: A smoke alarm component (a capacitor) can overheat causing unit to smoke, sounding the alarm, and leaving smoke / soot residue. Heat may cause visible deformation to the unit. *This potential quality issue relates only to units manufactured from July to December 2005 (date codes "0526S" to "0550S").*

INCIDENTS/INJURIES: The manufacturer is aware of 41 smoke alarm failures. No injuries have been reported.

DESCRIPTION: The smoke alarms are all hard-wired for power and the 350 models include 9V battery back up. They are round [see figures below] and can be identified by a "Test Silence" button on the front and a single LED. The model number and date code are on the back of the smoke alarm, which can be accessed by rotating the alarm 15 degrees counterclockwise until it snaps out of the mounting base. The date code appears next to the words "WARNING" and contains 5 characters, the first 4 of which designate the year and week of manufacture. For example, code "0526S" refers to the 26th week of 2005; "0613S" refers to the 13th week of 2006.



SOLD AT: These units were sold nationwide to distributors that sold these products to dealers, security system installers and electrical contractors.

WHAT TO DO: To address this quality issue, UTCFS recommends replacement of all models in the affected date codes. Though the units subject to this notice are all out of warranty, UTCFS will provide free replacement units under this program.

CUSTOMER CONTACT: For additional information, contact UTC Fire & Security at 888-437-3287 between 8 a.m. and 8 p.m. ET M-F. (press "2" for tech support, then "2" for fire products, then "1" for ESL), or visit the website at www.gesecurity.com.



UTC Fire & Security

A United Technologies Company

This notice concerns only the following date codes:

0526S*, 0527S, 0528S, 0529S, 0530S, 0531S, 0532S, 0533S, 0534S, 0535S,
0536S, 0537S, 0538S, 0539S, 0540S, 0541S, 0542S, 0543S, 0544S, 0545S, 0546S,
0547S, 0548S, 0549S, 0550S**

* beginning 26th week of 2005

** ending 50th week of 2005

Sample Date Code Location:

