

## ACDC Smoke Alarm Recall FAQ

### KEY MESSAGES:

- All calls should be referred to the Recall Center at 1-844-553-9011. This ensures all correspondence is properly and consistently communicated and documented to meet the requirements of Kidde and the Consumer Product Safety Commission (CPSC).

- Items affected:

Kidde AC/DC Powered Residential Smoke Alarms and Combination Smoke/CO Alarms, models KN-COSM-IBA, i12010SCO and i12010S. They are sold under the following SKU#s:

<u>SKU</u>	<u>Description</u>
21006377	AC/DC Combination Smoke and CO Alarm, KN-COSM-IBA (box)
21008495	AC/DC Combination Smoke and CO Alarm, KN-COSM-IBA (clamshell)
21010408	AC/DC Combination Smoke and CO Alarm with 10-Year Back-Up Battery, i12010SCO (box)
21010407	AC/DC Smoke Alarm with 10-Year Back-Up Battery, i12010S (box)

- Date code of items affected:

The units at issue are those Kidde KN-COSM-IBA (“front-load” battery style, combination smoke/CO) models *manufactured from October 22, 2013 through May 13, 2014*, i12010SCO (combination smoke/CO) models *manufactured from December 30 through May 13, 2014*, and i12010S (smoke-only) models *manufactured from December 18, 2013 through May 13, 2014*.

- The company is voluntarily working with the CPSC to recall these alarms based on specific date codes. We have made this issue the highest priority with a number of dedicated teams assigned to investigate, solve and communicate this issue.
- Newly manufactured Kidde products are being offered as replacements for affected alarms. Most homeowners should be able to replace the units by themselves, following the instructions provided.
- Inquiries received that are not related to the recall, or inquiries received for products not affected by the recall, should be referred to Kidde’s tech support line: 1-800-880-6788.

**1. Q: What is happening? Why did we get this notice? I hear you are having a recall?**  
*[Any general question]*

**A:** We have determined that three models of Kidde's AC/DC smoke and combination smoke/CO alarm may not perform as designed following a power outage. If a power outage occurs at the same second that a unit is performing a sensor health check, the units may go into a "latched" mode, causing them not to alert to the presence of smoke. It will sound if it receives a signal from an alarm in the same interconnected system. Once power is restored, a latched unit will sound an alert, regardless of the presence of smoke or carbon monoxide, until power to the alarm is completely removed. Kidde discovered the issue during an internal quality check and has instituted a voluntary recall of the affected products in conjunction with the U.S. Consumer Product Safety Commission (CPSC).

**2. Q: What is the CPSC?**

**A:** The U.S. Consumer Product Safety Commission is a federal agency that is charged with protecting the public from risks associated with the use of a wide range of products. You can learn more about the CPSC by visiting its Web site: [www.cpsc.gov](http://www.cpsc.gov).

**3. Q: What specific alarms are being recalled?**

**A:** The units at issue are those Kidde KN-COSM-IBA ("front-load" battery style, combination smoke/CO) models manufactured from October 22, 2013 through May 13, 2014; i12010SCO (combination smoke/CO) manufactured from December 30 through May 13, 2014; and i12010S (smoke-only) models manufactured from December 18, 2013 through May 13, 2014.

**4. Q: What is Kidde doing to address this situation?**

**A:** Kidde has made this issue a high priority, with a number of teams assigned to investigate, solve and communicate the issue. Out of an abundance of caution, we have stopped shipment of affected alarms, are working cooperatively with the CPSC to recall any units on store shelves, and are working to replace any affected units in homes.

**5. Q: How many alarms are affected by the recall?**

**A:** About 670,000 alarms are currently affected and were sold in the U.S.

**6. Q: Is the latched mode a safety concern?**

**A:** While we believe the likelihood of an affected unit going into latched mode is remote, safety is a primary concern to Kidde, and we have voluntarily issued a recall in conjunction with the U.S. Consumer Product Safety Commission (CPSC) out of an abundance of caution.

**7. Q: Will the devices still alarm in a smoke and/or CO event?**

**A:** If the alarm is operating on battery back-up and is in the "latched" condition as was previously described, the device may not alarm to the presence of smoke and will not alarm to the presence of CO. The device will sound if it is triggered by another unit in the same interconnected system, but it may not sound an initiating alarm in the presence of smoke.

**8. Q: How do I determine if I have one of these alarms in my home and if it is affected by the recall?**

**A:** Look at the units in your home to see if they resemble those in the photos below:

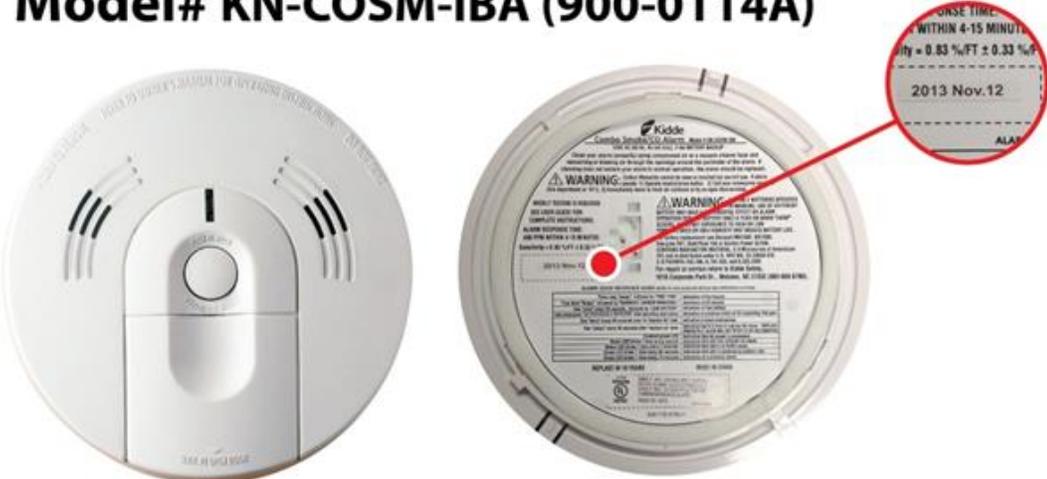
# Model# i12010S



# Model# i12010SCO



# Model# KN-COSM-IBA (900-0114A)



If one resembles your alarm, then remove the unit from its mounting bracket by twisting it off. Turn the unit over and look for a date code printed on the back of the product. The production dates that appear on the i12010S model begins with “2013 Dec. 18” for December 18, 2013 and end with “2014 May 13” for May 13, 2014. The production dates for model i12010SCO begins with “2013 Dec. 30” for December 30, 2013 and ends with “2014 May 13” for May 13, 2014. KN-COSM-IBA begins with “2013 Oct 22” for October 22, 2013 and ends with “2014 May 13” for May 13, 2014. If the date code on your unit falls between these dates, then you have a recalled unit that will need to be replaced.

**9. Q: What can those who have an affected alarm do as a safety precaution?**

**A:** Kidde will send you a replacement alarm for installation. Do not remove the affected unit until a replacement unit has been installed and tested to confirm the product is working properly.

**10. Q: Are you replacing my recalled units with the same model? How will I know they won't be defective too?**

**A:** Kidde identified that the cause of the potential issue concerns device firmware (computer programming), and has taken steps to correct it in all of its products. Kidde will replace your recalled unit with the same model.

**11. Q: How quickly will I get the replacement units?**

**A:** Replacement units will be shipped within approximately 96 to 120 hours of your call to the Recall Center.

**12. Q: Can I take my affected units out of service?**

**A:** Do not take your units out of service. Once you have installed and tested your replacement alarm(s), your original alarm(s) may be disposed of in accordance with your local waste authority's guidelines. *Note: If your unit has a removable battery, remember to remove it prior to disposal.*

**13. Q: Are the replacements easy to install?**

**A:** The replacement units will include step-by-step installation instructions that should be easy to follow. For problems with installation, you may call our Product Support department at 800-880-6788. If you live in a new housing development or apartment complex, the contractor that originally installed the alarms would be a good choice to contact for assistance. Or, you can contact your builder, since many residences are covered by new home warranties. Affected products were installed after October 2013. Many builders and contractors will schedule timely replacement programs for all the residences in an affected project.

**14. Q: Will the Kidde alarms fit onto the existing mounting bracket or will I need to drill additional holes to mount a new one?**

**A:** The Kidde alarms will fit onto the existing mounting bracket.

**15. Q: What should I do with the recalled units once I have taken them out of service?**

**A:** Once you have installed and tested your replacement alarm(s), your original alarm(s) may be disposed of in accordance with your local waste authority's guidelines. *Note: If your unit has a removable battery, remember to remove it prior to disposal.*

**16. Q: Has the latch mode been linked to any reported personal injuries or deaths?**

**A:** Kidde has not received any report of injuries or deaths. Kidde discovered this potential 'latched mode' risk during an internal quality check.

**17. Q: I want to talk to someone in charge. Whom can I call?**

**A:** We can refer you to the Customer Service Manager at Kidde.

**18. Q: Where were the affected alarms manufactured?**

**A:** The alarms were manufactured at Kidde's factory in China.

**19. Q: Is there any evidence that any other alarms are affected by the same quality issue?**

**A:** No. Investigation shows that the problem relates to a device firmware issue. Alarms of the same type produced prior to this change were not affected.

What is firmware?

**A:** Firmware is like computer programming code, but for the smoke alarm unit.

**20. Q: I'm a member of the media and want to speak to someone regarding media relations.**

**A:** You may contact Heather Caldwell

Phone: (919) 304-8319 or (919) 698-7508

E-mail : heather.caldwell@kiddeus.com

**21. Q: I have a claim to file or want to speak with someone regarding a lawsuit, property damage or personal injury?**

**A:** If you have legal questions, you should contact your attorney.

**22. Q: I'm having problems replacing my units, how can I get Technical Assistance?**

**A:** Please call our Product Support department at 800-880-6788.

**23. Q: My customer information is confidential and I do not wish to share it with you for privacy reasons. What other options are available to me to ensure my customers are aware of the recall?**

**A:** We can provide you a Non-Disclosure Agreement (NDA) to ensure that your customer information is only used for the sole purpose of identifying units affected by the recall to ensure they are properly replaced. (Please escalate to request a NDA from Kidde, customer name, address, and contact is required.)

**24. Q: When will you resume production of these alarms?**

**A:** Kidde has been shipping new versions of these models since June 12<sup>th</sup> . These alarms have been tested to ensure they do not have this firmware issue.

**25. Q: Am I speaking with a Kidde employee? What organization and I speaking with?**

**A:** I am with Inmar, we have been contracted to represent Kidde to assist in managing the recall.