



GE Security

*A GE Infrastructure Business
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Tualatin, OR 97062
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**QUESTIONS AND ANSWERS
ESL SafeAir 240-COE Carbon Monoxide Alarms
PRODUCT RECALL**

Q. What is the process for field replacement of recalled 240-COE's?

A. GE Security will ship advanced replacement product directly to the dealer/installer in the quantities requested. The advanced replacement product will be 240-COE's with current date codes.

Q. What is the process to obtain replacement alarms?

A. Dealers should call GE Security Customer Service at 1-888-GE SECURITY (888-437-3287) for information on how to obtain advanced replacement products and for a return authorization for the recalled devices.

Q. Can distributors obtain replacement alarms?

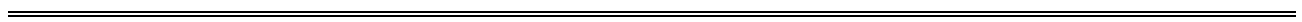
A. Yes, GE Security will work with dealers and distributors to facilitate replacement units through whatever channel is most convenient. If a distributor chooses to handle the returns process for a customer, the same process will be followed that is outlined for direct dealers/installers.

Q. How do I identify which units are good and which are recalled that are installed in the field?

A. There are three ways to tell if a unit is subject to this recall. For a step-by-step identification process, please call GE Security Customer Service at 1-888-GE SECURITY (888-437-3287) to have the information faxed, or visit our website at www.gesecurity.com and download the file titled, "240-COE Recall Identification". All units can be identified at the back of the unit by looking for the date code. The date code reflects the week and year of manufacture. For example, the date code "0045T" refers to a unit that was manufactured in the 45th week of 2000 and the date code "0235T" refers to a unit that was manufactured in the 35th week of 2002. Only units with the model number "240-COE" that were manufactured from November 2000 (date code "0045T") through August 2002 (date code "0235T") are subject to this voluntary recall.

Q. What compensation is being offered?

A. GE Security will provide \$20 in product compensation for returned units within the recall date codes. The date codes of the 240-COE models recalled are between November 2000 (date code "0045T") and August 2002 (date code "0235T"). The date code is located on the outside of the box, or on the back of the unit.





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Q. How should I handle calls from the media?

A. Refer all media inquiries to Jay Pinkert, Marketing Programs & Communications Director at 512-381-2778 or jay.pinkert@ge.

Q. Do all the alarms have to be replaced?

A. No, only the SafeAir 240-COE Carbon Monoxide alarms with date codes between November 2000 (0045T) and August 2002 (0235T) must be replaced.

Q. I may not be able to contact some of my accounts for quite some time.

A. The U.S. CPSC states that all customers must be notified as soon as possible that the alarms need to be replaced. If you require help contacting these customers, GE Security will provide support. Types of support include sending letters directly to the customers on your behalf, or other means of assistance.

Q. I shipped the product out of country, how does it get returned?

A. It is important that all customers be notified. GE Security can help you with the notification process, either by contacting the customer directly or covering the normal expense of the communication. The units do not need to be returned, but a letter of “destruction” needs to be provided to qualify for the \$20 product compensation.

Q. Does this recall affect the wireless Carbon Monoxide products?

A. No. The wireless Carbon Monoxide devices are not a part of the recall, and can be identified by their part number 60-652-95.

Q. Will the unit provide an end of life notification?

A. No, the device will not make the end of life notification nor will it indicate that it is not properly operating when the test button is depressed.

Q. Does this affect ESL SafeAir devices 240-CO, and 240-COC?

A. No, the recall is only for the 240-COE devices with dates of manufacture between November 2000 (0045T) and August 2002 (0235T).

Q. How do I know that the product I am receiving today is quality product?

A. In August 2002, GE Security changed sensor vendors and as a result, the product issue was resolved through code changes. Additionally, today we follow the UL process for in-service reliability testing, which requires units to be installed and operational 24 hours a day, and tested quarterly for all functionality.