



GE Security

*A GE Infrastructure Business
12345 SW Leveton Drive
Tualatin, OR 97062
Phone No. 888 437 3287
Fax No. 503 691 7566*

IMPORTANT SAFETY NOTICE

ESL 500N Series Product Recall

Dear (Distributor):

GE Security recently learned of the potential for some ESL 500N smoke detectors to become inoperative. This may occur upon installation, during testing by service technicians or at any time when there is an extended loss of power that depletes the control panel's backup battery. Units that have become inoperative are easily identified by technicians or users by the lack of the flashing red LED. Although GE Security has received no reports that any of the 500N smoke detectors failed to detect smoke or fire, we are working in cooperation with the Consumer Product Safety Commission to voluntarily recall these detectors. We urge you to participate in this voluntary recall program to help protect the safety of your customers. Below is important information you will need to participate.

This voluntary recall affects all ESL 500N smoke detectors. These smoke detectors have the following model numbers:

521NB	521NCSXT	541NB	541NCSXT	541NCXTE
521NBXT	521NCSRXT	541NBXT	541NCSRH	541NCSXTE
521NCRXT		541NCRXT	541NCSRXT	

To assist in this recall, please return all existing 500N Series inventory to GE Security. To return the units, please fax a list of the units in your inventory to us at 503-691-7573. We will then fax or call you with the RMA# and instructions on how to return the units to us for credit.

In addition, we would like to work with you to identify your customers who purchased and/or installed the ESL 500N smoke detectors and encourage them to have those detectors replaced immediately. To facilitate this replacement, we have enclosed a sample letter that you may use to send to your customers. Notification to these customers is very important and we ask you to send these letters or otherwise contact your customers directly as soon as possible. Please contact GE Security Recall Coordinator at 800-547-2556 for information on alternative contact measures, such as GE Security contacting your customers for you, as well information on how to be reimbursed for your notification expenses.



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Enclosed is a Product Safety Notification that you may use to further inform customers of the recall. Also attached is a list of questions and answers that may assist you in addressing questions from the field.

We apologize for the inconvenience that this voluntary product recall may cause. To encourage dealers and installers to replace the installed units, GE Security will offer to dealers/installers \$20 of free security products for every installed unit returned.

Thank you for your immediate attention to this matter and for your assistance in locating these units. The safety of our customers is our highest priority. If you have additional questions about this recall, please contact the GE Security Customer Service at 1-888-GE SECURITY (888-437-3287)

Sincerely,

GE Security
