



GE Security

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

QUESTIONS AND ANSWERS ABOUT 500N RECALL

Q. How does the field replacement of the 500N series smoke detectors work?

A. We will replace all 500N Series smoke detectors with either a corrected 500N Series detector or with another compatible detector, whichever you prefer. The compatible product for non-sounder detectors is the 521/541 smoke detectors. The compatible product for all detectors with sounders is the 400 series. If you prefer a compatible replacement detector that is not available, it will be replaced with a newer version of the 500N series.

Q. What is the process to obtain replacement detectors?

A. Dealers should call the customer support group directly at 1-888-GE SECURITY (888-437-3287) for information on how to obtain advanced replacement products and how to return the installed devices.

Q. Can distributors obtain replacement detectors?

A. To minimize the impact to everyone, GE Security will work directly with the security dealer and installer. If a dealer prefers to work with their distributor to manage the returns process, the same process for the dealers/installers will be provided to the distributor.

Q. Who do I call with technical and compatibility questions?

A. Call GE Security Technical Support at 1-888-GE SECURITY (888-437-3287) from 6:00 am to 5:00 pm PST. However, if the question concerns replacement detectors, the calls should be forwarded to Customer Service.

Q. Will I be compensated for my time in doing this replacement?

A. We will provide customers with a \$30 credit for every returned unit that is within the recall period.

Q. Do all the detectors have to be replaced?

A. Yes, all the 500N Series detectors with date codes prior to June 2003 must be replaced, whether or not they are installed. These affected date codes are 0223 – 0323T (year/week, T for manufacturing site)

Q. I may not be able to contact some of my accounts for quite some time. Is there a short-term fix for the detectors?

A. All customers must be notified as soon as possible that the detectors need to be replaced; replacement detectors will be sent directly to you in advance so that only one trip has to be made to each site.





GE Security

A GE Infrastructure Business

12345 SW Leveton Drive

Tualatin, OR 97062

Phone No. 888 437 3287

Fax No. 503 691 7566

Q. I shipped the product out of country.

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. Contact the recall coordinator for more information on how we can help you notify customers.

Q. What about the security dealer/installers liability during this time?

A. We suggest that you notify your customers that they should check their devices to verify that all have a blinking red LED on a daily basis until the product is replaced. GE Security has received no reports that any of the 500N smoke detectors failed to detect smoke or fire. GE Security is conducting this recall as a precautionary measure.

Q. Does this recall affect the 500N wireless products I have?

A. The recall only affects hardwire units as the hardware fault is related to the circuit board design and components. The wireless devices have different parts and design.