



**System Sensor 400 Series Thermal Smoke Detector Product Recall Bulletin**

Dear System Sensor Customer:

System Sensor has announced a product recall on 400 Series System Sensor thermal smoke detectors. The following bulletin offers further details on the recall, including procedures for returning installed and uninstalled units.

**Affected Product**

- 2400TH
- 2412THB
- 2424TH
- 2451TH

**Problem Cause and Corrective Action**

The internal contact of the thermal switch component may have an “insulative” film preventing the detector from reporting a heat alarm signal to the control panel. This in no way affects the performance of the smoke detector in regard to detecting smoke and reporting a smoke alarm to the control panel.

The thermal switch component supplier has identified this issue and has corrected the problem. Thermal switch components used in products manufactured by System Sensor after November 12, 2004 will not exhibit this behavior.

**Date Codes**

The potentially defective thermal switch was used as a component in product manufactured between March 29, 2004 and September 27, 2004. The date code will appear on the product nameplate and carton label using the YMMW (Y=Year, MM=Month and W=Week of the Month) format. The affected date codes are as follows:

Product Manufactured

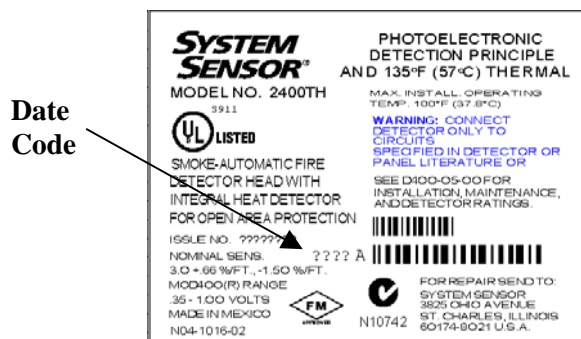
- March 29, 2004
- September 27, 2004

Date Code

- 4035
- 4095



**Typical Product Carton Label**



**Typical Product Label**

**Shelf Recall Return Procedures**

Please immediately return all non-installed current inventory of potentially defective products to your distributor or fire alarm control panel manufacturer. Your distributor or fire alarm control panel manufacturer will issue you a credit for all non-installed current inventory of potentially defective products.

**Replacement Product Availability**

The thermal switch component supplier has implemented corrective actions to correct this potential problem. System Sensor has resumed production of the affected models.

**Field Return Procedures and Compensation**

1. Do not contact System Sensor for a Return Authorization number. Deal directly with your distributor or fire alarm control panel manufacturer.
2. Your distributor or fire alarm control panel manufacturer will replace, at no charge, any potentially defective smoke detectors that have been installed bearing an affected model number and date code referenced in this bulletin.

We sincerely regret this inconvenience and appreciate your support as we work together to resolve this issue. If you have any questions regarding this product recall please call System Sensor's Customer Service at 1-800-SENSOR2 (736-7672).

Sincerely,

Richard Roberts  
 Product Manager  
 Security Business Unit