Kidde

TruSense

Smoke & Combination Smoke/Carbon Monoxide Alarms

How To Submit Your Recall Claim

Contents

EASY REFERENCE GUIDE

Model	Alarm Type	Image	TRUSENSE Imprint	"AMBER = FAULT"	Green Indicator Light*	Main Power Source
2040-DSR	Smoke		✓	✓	Blink at 60 second intervals	Battery
2050-DS10	Smoke		✓	✓	Blink at 60 second intervals	Battery
2060-ASR	Smoke		✓	✓	Continuous	Hardwired
2070-VASCR	Smoke and Carbon Monoxide		✗	✓	Continuous	Hardwired
2070-VASR	Smoke		✗	✓	Continuous	Hardwired
2070-VDSCR	Smoke and Carbon Monoxide		✗	✓	Blink at 60 second intervals	Battery
2070-VDSR	Smoke		✗	✓	Blink at 60 second intervals	Battery

* Indicator light will show green in standby / normal mode

For detailed instructions, please refer to the "Step-by-Step Guide" on page 5.

Recall Request Guide

TruSense Smoke & Combination Smoke/Carbon Monoxide Alarms

At Kidde, the safety of our customers is our top priority. We have identified a potential product safety issue related to TruSense Smoke and Combination Smoke/Carbon Monoxide alarms. As a result, and in conjunction with the United States Consumer Product Safety Commission ("CPSC"), we are voluntarily recalling these alarms.

Understanding that many smoke alarms may look similar, we developed this guide to assist in determining if your alarm is included in the recall. Below please find quick charts and simple step-by-step instructions to identify your alarms and the information you will need to process your replacement request.

AFFECTED ALARMS

Kidde TruSense Smoke and Combination Smoke/Carbon Monoxide alarms that were purchased between 2019 and 2020 are included in this recall. This includes seven models:

Model	Alarm Type	Main Power Source
2040-DSR	Smoke	Battery
2050-DS10	Smoke	Battery
2060-ASR	Smoke	Hardwired
2070-VASR	Smoke	Hardwired
2070-VASCR	Smoke and Carbon Monoxide	Hardwired
2070-VDSCR	Smoke and Carbon Monoxide	Battery
2070-VDSR	Smoke	Battery

The affected units were manufactured between May 15, 2019 and September 25, 2020 and sold primarily through The Home Depot, Walmart, Amazon and Menards.

STEP-BY-STEP GUIDE

❶ Identifying Affected Alarms

By following this simple guide, you will be able to easily determine if your alarm is impacted. Many of the models include unique features including:

- TRUSENSE logo etched into the cover
- "AMBER = FAULT" text next to the indicator light

Step 1A: Look for the TRUSENSE logo

The first step in identifying affected models is to determine if the alarm features a TRUSENSE logo. Models 2040-DSR, 2050-DS10, and 2060-ASR feature this imprint.

- Look at the alarm's front cover (this faces the room, visible from the floor or room) to spot a grey or black "TRUSENSE" logo etched onto the cover - see image 1 for an example closeup view.
- The TRUSENSE logo will be easily visible when standing directly underneath or next to the alarm at its installed location on the ceiling or the wall.
- *For a complete visual guide refer to Figure 1a on page 6.*

Image 1

2040-DSR

2050-DS10

2060-ASR

5
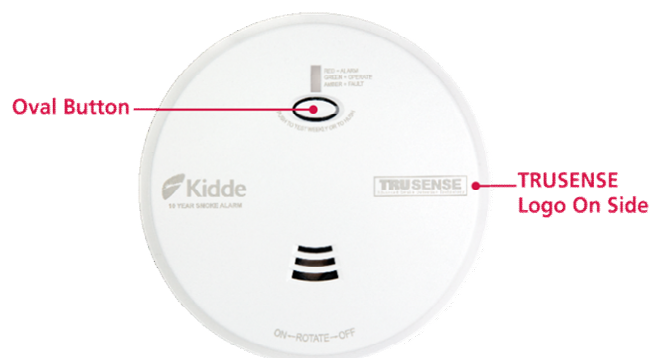
Figure 1a		
Model	**Alarm**	**Key Feature**
2040-DSR		
2050-DS10		
2060-ASR		

Outcome:

- TRUSENSE logo **IS identified** = **the alarm is part of the recall**.
    - *Note on purchase dates*: This is applicable only to alarms purchased from May 2019 through September 2020. If you are unaware of the purchase date, the location of the TRUSENSE logo (as described in Figure 1A) can be used to determine if the alarm is part of the recall.
    - Please write down the model number for each alarm and keep it handy.
    - Jump to **Step 2**.
- TRUSENSE logo is **NOT identified**, please proceed to Step 1B.

Step 1B: Look for "AMBER = FAULT"

If the TRUSENSE logo is not present, please look for the TruSense alarm line unique feature of "AMBER = FAULT" printed next to the indicator light on the front cover.

Models 2070-VDSR, 2070-VASR, 2070-VDSCR, and 2070-VASCR feature this imprint and have a pop-up 9V battery access door that is visible from the front cover.

- Look at the alarm's front cover (this faces the room, visible from the floor or room) to spot the words "AMBER = FAULT" next to the indicator light - see image 2 for an example closeup view.
- This should be easy to see by standing directly underneath or next to the alarm at its installed location on the ceiling or the wall.
- For a complete visual guide please refer to Figure 1B.

Image 2

Model	Alarm	Key Feature
2070-VASR 2070-VDSR		
2070-VDSCR 2070-VASCR		

Outcome:

- If the "AMBER = FAULT" text **is visible** next to the indicator light, this model **is included** in the recall. Please proceed to Step 1C to determine the model number.
- If the "AMBER = FAULT" text **is NOT visible**, your alarm in not affected.
- If you are unsure or have questions, please contact the Kidde Support Center: toll-free at 1-844-796-9972 from 8:00 a.m. to 8:00 p.m. ET Monday through Friday and 9:00 a.m. to 3:00 p.m. ET on Saturday.

Step 1C: Identify the Model (2070 Models only)

If the "AMBER = FAULT" text is present and the TRUSENSE logo is NOT, this is most likely a 2070 model alarm. Please follow the instructions below to help identify the specific 2070 model.

- Identify the alarm type. This can be located on the alarm's front cover and should be "Smoke Alarm" or "Smoke and Carbon Monoxide Alarm" – see image 3 for an example closeup view.
- After determining type, look at the green LED Light (indicator light) to determine if it has a steady glow or blinks.
  - With hardwired alarms (2070-VASR and 2070-VASCR), the indicator/green LED light has a steady glow
  - With battery powered alarms (2070-VDSR and 2070-VDSCR), the indicator/green LED light will blink
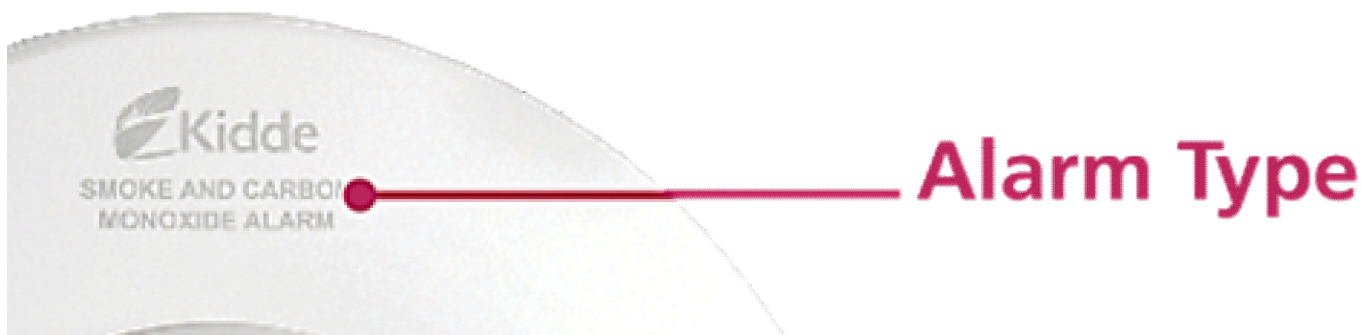- For a complete visual guide please refer to Figure 1C.

Image 3

Figure 1C			
Model	**Marking**	**Front Cover Label**	**Green LED Light***
2070-VASR	SMOKE ALARM	Alarm Type	Solid, steady glow (no blinks or flashes)
2070-VDSR	SMOKE ALARM	Alarm Type	Blinks or flashes once every 60 seconds
2070-VASCR	SMOKE AND CARBON MONOXIDE ALARM	Alarm Type	Solid, steady glow (no blinks or flashes)
2070-VDSCR	SMOKE AND CARBON MONOXIDE ALARM	Alarm Type	LED light blinks once every 60 seconds

* Indicator light will show green in standby / normal mode

Outcome:

- Please write down the model number for each alarm and keep it handy. Please proceed to Step 2.

❷ **Gathering Alarm Photos**

During the replacement request process, photos of each installed alarm will be necessary. We will ask for two (2) photos for each alarm <u>in its installed location</u>. ***Please do not remove the alarm until you receive a replacement*****!**

Step 2A: Photo #1 – Alarm

Standing next to or underneath the alarm, take a photo so that the text on the alarm cover is right side up (not upside down). Make sure the alarm fills the photo and the text on the alarm can be read (not blurry). If the alarm is located on the ceiling, we recommend standing directly underneath the alarm and angling the camera up.

1. With the phone/camera, zoom in on the alarm to ensure the unique features listed in product identification section (illustrated in Figure 1 and Figure 2) are visible.
2. Take a clear, well-lit picture ensuring that the text can be read. Capture a square portion of the alarm as per the below example. (example shown in Figure 2A).

Figure 2A

Step 2B: Photo #2 – The Room

Position yourself at an angle such that the alarm can be seen in the room showing surrounding area (to identify the location of the alarm – living area, bedroom, hallway, etc.).

1. Take a clear, well-lit picture.
2. Be certain that the entire alarm is shown in the photograph with several feet on either side. Please see example in Figure 2B.
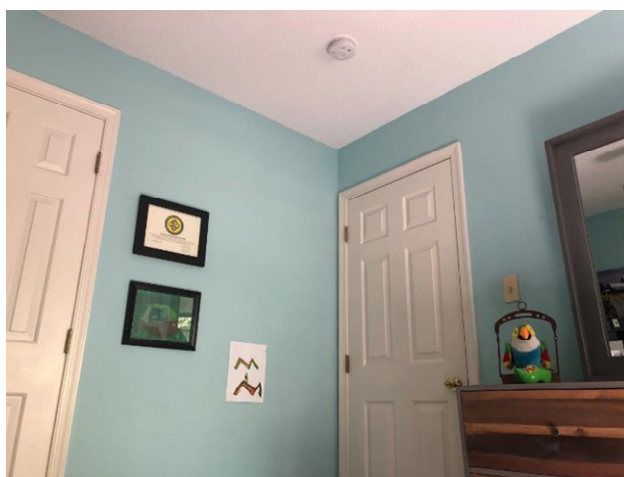

Figure 2B

If you have more than 1 alarm, please capture photos #1 and #2 for every affected alarm (i.e. 2 alarms would be 4 total photos).

NOTE: If you purchased an affected alarm but have not installed it, please take a picture of the packaging and receipt.

❸ **Submitting Your Request**

Now that you have properly identified and photographed the recalled alarms, you can submit your claim for a replacement.

What you will need:

- Before beginning the process, please ensure you have the model numbers and photos for each of the affected alarms.
- A blank piece of white paper to create Claim Confirmation Sheet
- A pen or pencil

Step 3A: Starting Your Claim

Please visit Kidde's Online Support Center at KiddeTSalarmrecall.rsvpcomm.com or www.kidde.com |Support | Product Alerts for detailed instructions on how to identify affected alarms, receive a replacement alarm free of charge, properly dispose of an affected alarm once the replacement is received, as well as other information.

Alternatively, the Kidde Support Center may be reached toll-free at 1-844-796-9972 from 8:00 a.m. to 8:00 p.m. ET Monday through Friday and 9:00 a.m. to 3:00 p.m. ET on Saturday.

Step 3B: Select Products

Through the menu, please indicate your model. Once complete, press "save and continue."

Step 3C: Enter Shipping Address

On the next screen please enter the address you would like the replacement to be shipped. Note: We can only ship to physical street addresses.

Hit "Continue"

Step 3D: Upload Photos

For each alarm, upload 2 product photos by hitting "photo guide"

Hit "Continue"

Step 3E: Create a Claim Confirmation Sheet

At the top of the form should now appear a "Claim Number" followed by a series of numbers and letters, i.e. Claim Number 16A.

As part of the submission process, we ask you to create a Claim Confirmation Sheet to be uploaded as a final step. Please follow the below instructions:

1. On a blank white sheet of paper, write your full name (first and last, i.e. John Smith) and Claim # (provided during the online product registration process)

   Example:
   Name: John Smith
   Claim #: 000016A

2. Move all other objects out of the camera's view so that the sheet of paper is the only item captured in the photo
3. Take a clear, well-lit picture of the Claim Confirmation Sheet

Please upload the Claim Confirmation Sheet by using the "photo upload" button. Please retain your Claim Number for your records. An email confirmation will be sent to the email you input.

If you have any questions, or are unable to collect the required photography, please call the recall hotline at 1-844-796-9972.

④ Replace Alarm

Your alarm should arrive within 3 business days once the submission is completed in full. Please leave the affected alarm(s) in the installed location until the replacement alarm(s) arrives.