Product Bulletin

Issued: 08/07

TO: All Users of System Sensor Products

FROM: Technical Services

SUBJECT: CO1224 – Reversed Keyholes

The purpose of this product bulletin is to inform you of a product issue that may affect the manner in which System Sensor's model CO1224 carbon monoxide detector is installed. Specifically, select units shipped from System Sensor between May 24, 2007 and August 3, 2007 may have keyhole mounting slots that are oriented in reverse of their normal position.

The keyhole mounting slots are used to fasten the detector either to a single-gang back box or directly to the wall or ceiling. For those units where the keyholes are reversed, the detector will not be able to be secured to a single-gang back box. Even with the improper keyhole orientation, it is still possible to install the unit directly to the wall or ceiling using the drywall anchors provided.

The pictures below indicate both the incorrect keyhole orientation (at left) and the correct orientation (at right):



Incorrect Correct

Please note that this issue only affects the mounting of the detector. The operation of the detector remains unaffected.

If you or your customers have uninstalled units exhibiting the incorrect keyhole slot orientation shown above, return them through your normal distribution channel using return code: COPLATE. Any units that are already installed will not need to be returned. Return the units to:

System Sensor
Return Code: COPLATE
3825 Ohio Avenue
St. Charles, IL 60174

System Sensor has taken the appropriate steps to prevent the recurrence of this condition. Any units identified on the outer carton with a label displaying the date code 7076 or higher, as shown below will have the correct keyhole slot orientation. Therefore, we ask that you not return any units with a carton date code label of 7076 or higher.



Date Code

We apologize for any inconvenience this may have caused, and we thank you for your continued support of System Sensor's products.