

Technical Field Bulletin

Issued: 10/20/16

Summary of issue: Premature trouble condition for CO cell end-of-life

Level of urgency: Low

Model numbers: COSMO-2W and COSMO-4W

Manufactured date range: dates April 2013 to July 2015 [date codes 3041 to 5075]

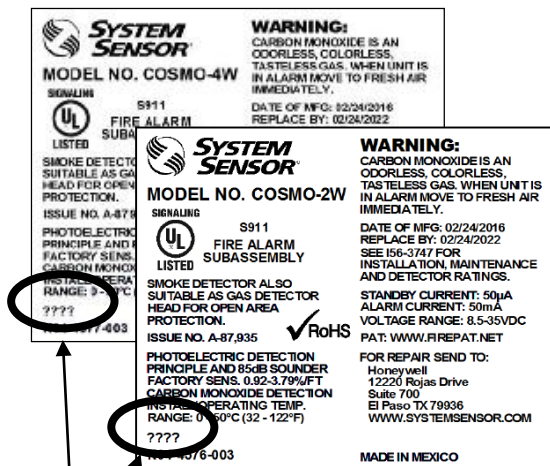
System Sensor has identified an issue on the above model combination CO/smoke detectors related to the CO cell end-of-life counter. This issue does not affect the detector's ability to detect a smoke or CO condition.

As part of its regular function, the COSMO detector updates the end-of-life counter for the CO cell. It was discovered for the above date code range that for each instance the COSMO detector powers up, there is a potential for the memory to have an undesirable change to the end-of-life counter. Multiple power cycles could potentially result in the expiration of the end-of-life counter and result in a CO trouble condition. On the detector, this is exhibited as a blue blinking LED and an intermittent chirp after 30 days of this condition. This issue was corrected on manufacturing date codes after 5075.

Detectors that have been installed and are not exhibiting any trouble conditions need not be replaced. Units that do exhibit the trouble condition will continue to operate normally and detect CO and smoke, thus ensuring continued protection of the area by the detector. If you are experiencing the conditions described, System Sensor will honor its warranty policy and is recommending that products exhibiting the trouble condition be replaced and returned through normal channels.

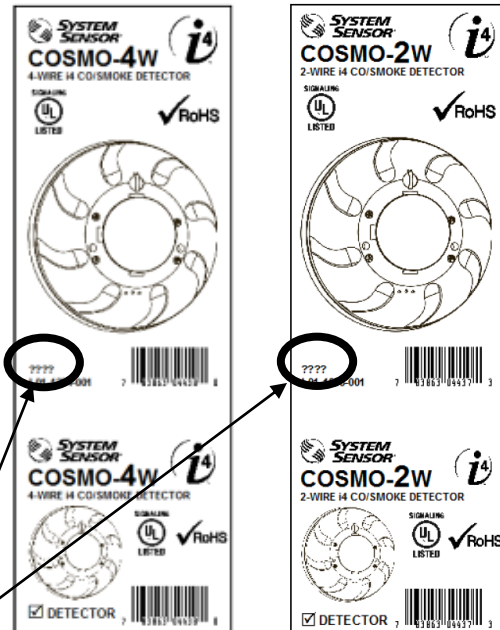
Please contact our Customer Service Department at the number below if you have any questions regarding this bulletin. Our goal is to handle this issue as efficiently as possible and we apologize for any inconvenience this may have caused.

Product label



Date Code

Carton label



Date Code

Customer Service: 1-800-SENSOR2 (736-7672)