SECT 15 C

FEB 28 1994

1 hr

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# EPIDEMIOLOGIC INVESTIGATION REPORT

| 1. CASE NUMBER | 2. INVESTIGATOR'S ID | 3. OFFICE CODE |
|---|---|---|
| 940202CNE5066 | 8930 | 800 |

| 4. INCIDENT DATE YR MO DAY | 5. DATE IDI INITIATED YR MO DAY |
|---|---|
| 940100 | 940209 |

**6. SYNOPSIS OF INCIDENT OR COMPLAINT**

A new carbon monoxide detector emitted false alarms twice. The gas company responded to the complainant's call and found no carbon monoxide in the house.

MFR/PRVLBR NOTIFIED

- ✓ No Comments made
- ✓ Comments attached
- ✓ Excisions/Revisions
- ✓ Firm has not requested further notice

| 7. LOCATION | 8. CITY | 9. STATE |
|---|---|---|
| Home 10 | Milford | CT |

| 10A. FIRST PRODUCT | 11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS |
|---|---|
| carbon monoxide detector 0702 | First Alert<br>790 McClure Rd.<br>Aurora, IL<br>model #5-0739-001 A78-2520-000 |
| **10B. SECOND PRODUCT** | **11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS** |
| 0000 | |

| 12. AGE OF VICTIM | 13. SEX | 14. DISPOSITION | 15. INJURY DIAGNOSIS |
|---|---|---|---|
| 999 | 9 | No injury 99 | No Injury 71 |

| 16. BODY PART | 17. RESPONDENT(S) | 18. INVESTIGATION TYPE | 19. TIME SPENT |
|---|---|---|---|
| No injury 99 | complainant 1 | telephone 2 | 08.0 |

| 20. ATTACHMENTS | 21. CASE SOURCE | 22. REVIEWED BY YR MO DAY |
|---|---|---|
| none 0 | hotline 07 | 8342 94 02 14 |

**23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY)**

CPSC MAY DISCLOSE MY NAME ___ CPSC MAY NOT DISCLOSE MY NAME X

**24. NARRATIVE (See Instructions on Page 2)**

**25. REGIONAL DIRECTOR REVIEW** DATE

2-18-94

(USE ADDITIONAL SHEETS IF NECESSARY)

940202CNE5066

Note: All information was obtained by telephone since the complainant had already returned the detector to the retailer and the retailer had already returned the unit to the manufacturer.

**PRE-INCIDENT**

The complainant purchased a new carbon monoxide detector from a retailer in November, 1993. She installed it in the master bedroom of her house. She and her husband moved into the house with their baby daughter in October, 1993. At that time, they had the furnace serviced and the chimney inspected and found no problems with either one.

**INCIDENT**

In the beginning of January, 1994 (exact date unknown), the complainant returned home from work and heard the CO detector's alarm.

**POST-INCIDENT**

The complainant immediately phoned the gas company which sent a representative with a gas detector. No carbon monoxide was found on the premises. The company representative stated that it is possible there are extremely low levels of CO, but that it is unlikely. The complainant stated that she also has the gas alert cards that change color in the presence of CO, but none of them changed color.

Her husband disconnected the CO detector's sensor pack and reconnected it. Several days later, the detector sounded again. The complainant called the gas company which again found no CO levels in the house.

She disconnected the detector and contacted the manufacturer who told her that they would send her a new sensor pack and that she would receive it in approximately two weeks. She does not know the name of the person she spoke with but the person stated that this was the first report it has received regarding false alarms and implied that it was not installed properly. Two weeks later, she still had not received the replacement sensor pack and she called the firm back. She was told that it takes six weeks for the firm to mail the replacement out and she asked to speak to a manager. The person who got on the phone (name unknown), told her that he would send one in overnight mail to her. In the meantime, she had already returned the unit to the dealer.

Department of Consumer Protection
CONSUMER STATEMENT/PRODUCT INCIDENT REPORT

S4

**COMPLAINANT:** Name: Ann Reno Rec'd letter pls file + collect invest info

Street: 16 Katydid Lane City: Milford State: CT Zip: 06460

Home Phone: 203/874-7716 Work Phone:

**MANUFACTURER:** Name: First Alert

Street: 790 McClure Rd. City: Aurora State: IL Zip:

**Have you contacted the manufacturer?** X Yes ___ No **Do you intend to?** ___ Yes ___ No
**Have you returned the product?** ___ Yes X No **Do you intend to?** X Yes ___ No

**DEALER:** Name: Harrison's Hardware Store

STREET: City: Milford State: CT Zip: 06460

**DESCRIPTION OF PRODUCT:** Carbon Monoxide Detector **AGE OF PRODUCT:** purchased 11/93
**BRAND NAME:** First Alert Carbon Monoxide Detector **MODEL NO.:** MO. #5-0739-001
A78-2520-000

**IF INJURY OR ILLNESS:** Victim's Name: Relationship:
Age: Sex: Date: Type of Injury:
Body Part Involved: Treatment:

Give details of accident, injury, or illness. Describe how incident occurred.

The complainant purchased and installed the carbon monoxide detector for use in her home. Shortly after installing the detector, the alarm sounded. The complainant vacated her home and contacted the gas company. The gas company conducted testing within the complainant's home, and concluded that the levels of carbon monoxide were very low. Assuming this may have been an isolated incident, and the gas company recorded very low levels of carbon monoxide, the complainant returned home. Within a few days after this incident, the alarm sounded again. The complainant contacted the gas company, and they conducted a second test. Upon completion of this test, it was again determined the levels of carbon monoxide were very low.

The complainant contacted First Alert to report both of these incidents. A consumer representative informed the complainant that the company has never received any complaints of the detectors giving "false alarms." The representative then implied that the complainant may not have installed the carbon monoxide detector properly, and recommended she again read the instructions. The complainant is concerned that the carbon monoxide detectors are giving "false readings" and that they are not reliable.

Received By: C. Clavette
Date Received: 1/24/94 Source ___ Letter X Phone ___ Visit
Referred To: to CPSC Date: 1/26/94

**DO YOU GIVE THE DEPARTMENT OF CONSUMER PROTECTION YOUR PERMISSION TO RELEASE A COPY OF YOUR CONSUMER STATEMENT?** X Yes ___ No

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NU2-0005A

Forwarded Encl/Lot/on

The dealer told the complainant that he had received other detectors back for the same reason and refunded her money. The complainant also stated to me that her neighbor had purchased the same detector within one or two days of when she made her purchase, and had the same experience with false alarms. It had been purchased from a different dealer.

I phoned the dealer the complainant purchased the detector from to see if there were any returned units at the store and I spoke with the owner. He told me that all returns had already been sent back to the manufacturer. I asked him how many returns he had and he stated that within two months the store sold 45 units and 5 were returned, all for false alarms. He also told me that the store purchases the detectors from a middleman and gave me the name and phone number.

I contacted the middleman (it is actually a warehouse) and spoke with the Loss Prevention Supervisor. He had no information about returns and referred me to the firm's headquarters in Oakbrook, IL which I did not contact.

**PRODUCT IDENTIFICATION**

Manufacturer: First Alert
790 McClure Rd.
Aurora, IL
Model: MO. #5-0739-001
A78-2520-000

Dealer: Harrison's Hardware
Milford, CT
(203) 878-2491
Owner: Bruce Miller

Supplier to dealer: Ace Hardware Warehouse
Bloomfield, CT
(203)242-6666
Loss Prevention Supervisor: Glen Catania
Supplier's Headquarters: Oakbrook, IL (708) 990-6600

**PRODUCT STANDARDS**

The detector is UL listed.

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0702

U.S. Consumer Product Safety Commission

APR 7 - 1994

# AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

[X] You are hereby authorized to disclose my name and address with the information collected on this case.

[ ] My identity is to remain confidential.

Ann Reno 3.30.94

(Signature) (Date)