STATE OF CONNECTICUT

DEPARTMENT OF CONSUMER PROTECTION

MFR/PRVLBR NOTIFIED 7-23-97
No Comments made
Comments attached
Excisions/Revisions
Firm has not requested further notice

December 19, 1996

TC-23

Lauren Pelletier
67 Maplewood Ave.
West Hartford, CT 06119

Dear Ms. Pelletier:

This office has received your complaint against the First Alert smoke detector.

The type of problem you have described does not fall under the jurisdiction of the State Child Protection Act. The federal Consumer Product Safety Commission (CPSC) is the agency which has jurisdiction over the safety issues associated with your problem. I have therefore taken the liberty of forwarding your complaint to CPSC. CPSC protects the public from unreasonable risks of injury from 15,000 types of consumer products under the agency's jurisdiction.

Please do not hesitate to contact me if you have any questions relative to this matter. Thank you.

Sincerely,

Joan C. Jordan

Joan C. Jordan, Supervisor
Product Safety Unit

16

JAN 14 1997

(860)566-2816

cc: Consumer Product Safety Commission
6 World Trade Center
Vesey Street, 3rd Floor
New York, NY 10048

N971-0015A Refer to FOCR

EHDS/FOERCF/FOCR

165 Capitol Avenue, Hartford, Connecticut 06106-1630
Fax: (203) 566-7630 • TDD: (203) 566-1547
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RECEIVED
DEC 1 8 1996
FRAUDS DIVISION
CONSUMER PROTECTION

Lauren Pelletier
67 Maplewood Ave.
West Hartford, CT 06119

November 27, 1996

Joan Jordan
Product Safety Division
Dept. of Consumer Protection
165 Capitol Ave.
Hartford, CT 01106

Dear Ms. Jordan:

As you recommended in our phone conversation of November 13, 1996 I am sending you the information on our failed First Alert smoke detector. We never received an answer to the attached letter.

As I mention on the phone, we still have the unit, which still fails to sound an alarm, even with brand new batteries in it. I feel this is a very important issue, since so many Connecticut residents and businesses rely on these units to save their lives. I look forward to your response.

Sincerely,

Lauren Pelletier

Lauren Pelletier

Mitchell Kennedy

Lauren Pelletier, M.P.H.
67 Maplewood Ave.
West Hartford, CT 06119

OUR COPY

Mailed 12/18
cc: ULabs, Inc
BBB
Consumer Reports
Good Housekeeping

December 17, 1995

Customer Service Department
First Alert c/o
Pittway Corporation
780 McClure Rd.
Aurora, IL 60504-2495

Dear Customer Service:

We are writing to inform you that your smoke detector Model No. SA88 did not function during an emergency. We had a small fire in the room directly adjacent to the detector shortly after installing a brand new battery. The detector did not respond despite fact that it was located three feet from the open door of the smoke filled room.

After the incident, we tested the alarm using both the push button and a burning match and at which time it made a barely audible beep. Additional part numbers from inside of the device are; 1111 151 and P4715, both printed in blue ink on the buzzer's plastic cover.

We have been buying your smoke detectors for years, installing numerous units in every place we have lived, leaving them in place when we move. We have never needed the devices to work before, and the one time where it may have saved our lives, it malfunctioned. We are putting you on notice that this has happened, and that we have since replaced the unit and battery. We request compensation for the new unit ($20.00) and are requesting compensation for our fright and some of the smoke damage which may have been avoided ($300.) We look forward to your response, and will gladly turn the unit over to you once we have settled this matter.

Sincerely,

Mitchell Kennedy

Lauren Pelletier, M.P.H.

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

Signature Date 2/10/97

- [ ] I request that you do not release my name.
- [ ] You may release my name to the manufacturer but I request that you not release it to the general public.
- [x] You may release my name to the manufacturer and to the public.

I-16
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