



Product Alert

March 28th, 2018

Type of Notification: Performance Related Concern

FM Approvals has been made aware of a manufacturing defect that affects the performance of the Electric Manual Release (EMR), a sub-component of the Kidde Sentinel Off-Road Vehicle Protection System.

Company Identity: Kidde-Fenwal Inc

Address: 400 Main Street, Ashland, Massachusetts 01721, USA

Contact Information: Tech Support (866) 287-2531 or kidde_techsupport@fs.utc.com

Product Identity: Part Number 83-132455-000

Description: Electric Manual Release (EMR)

FM Approval Status: Electric Manual Release (EMR) 83-132455-000 is not FM Approved unless used with an FM Approved Sentinel system bearing the FM Certification mark.

Hazard Involved: Units manufactured since June 2014 were assembled using an excess of thread locking compound, with no provisions to prevent the material from building underneath the actuator button and preventing the button from actuating the electrical contacts of the integral switch. This could result in the EMR not initiating an extinguishing agent release when manually actuated. A total of 444 affected units have been shipped to customers.

Kidde-Fenwal Inc is conducting an exchange program for product that falls within the identified date code range, as detailed in the attached bulletin.

If you suspect you are in possession of the affected equipment listed above, bearing the FM Approvals certification marking, please bring that to the attention of:

Antonio L. Pires

FM Approvals, Quality Department

Norwood, MA, USA

+1 (1)781 255 4825

Email: Antonio.pires@fmapprovals.com



**WARNING: IMPORTANT
FIRE SUPPRESSION
SAFETY NOTICE**



400 Main Street, Ashland, MA 01721 USA
508.881.2000 | www.kiddefiresystems.com

BULLETIN

2017-44K

Date: October 23, 2017
To: Kidde Fire Systems Vehicle System Distributors (Limited)
From: Product Management
Subject: Safety Bulletin – Sentinel Electric Manual Release

IMPORTANT SAFETY NOTICE – ACTION REQUIRED

IMPORTANT INSTALLATION & SERVICE INFORMATION

Please share with your Sales, Design, Purchasing and Installation personnel

This safety bulletin requires the inspection and hardware replacement of the Sentinel Electric Manual Release (EMR), P/N 83-132455-000. Action may be required on your part. Please read the following carefully and note Required Field Actions.

Potential Safety Issue Description

Recently we discovered that the red manual release button on certain EMRs **when pressed** may not fully actuate the suppression system. If this occurs, excess property damage, injuries or death could result.

Solution Implemented

Enhancements have been made in the assembly and test processes to ensure that all EMRs function fully as intended.

Actions for Installed Product

In order to completely eliminate the possibility of non-operation of any installed system, we require all EMR units with a manufacturing date code (see photo) of 1510 (YYWW) or later to be replaced per the following table:

EMR Location	Action Required	Timeline
Customer Inventory	Replacement	Immediately
Manual Only Systems fitted with EMR	Replacement	
Automatic Release Systems w/EMR	Replacement at next scheduled service event	No later than 12-months from date of this bulletin

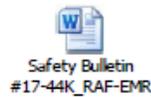
Kidde considers any system configured for discharge only upon a manual release alarm to be a priority as such systems may not discharge at all if fitted solely with a non-conforming EMR unit.

Photo – Example EMR date code (back side)



Next Steps

1. Completely read this document and attachments.
2. Complete the below Bulletin Receipt Acknowledgement Form (RAF) and return to kidde_techsupport@fs.utc.com within two weeks of the date of the Bulletin. We will follow up to ensure receipt of this bulletin and your acknowledgement starting 30-days from the date of the bulletin.



← Attachment

3. Please place a single no charge purchase order (PO) with your customer service representative (CSR) for one replacement lot of EMR units. You may request a single shipment of the entire lot or you may request scheduled periodic shipments aligned with your service schedule, which may minimize your warehouse and inventory management burden. Please refer to the below table.

Purchase Order Qty	Program Deadline	Shipment	Returned EMR		
			Qty	Due Date	Unreturned Qty Disposition
One	12 months from date of this bulletin	Single	100% entire lot quantity	90-days after shipment from factory OR program deadline, whichever is sooner	Invoiced at prevailing list price and applicable standard discount
		Multiple	100% of each shipment		

Kindly, contact Technical Support at kidde_techsupport@fs.utc.com if you require your purchase history of EMR units.

4. Upon receipt of shipment(s) against your no charge PO, please complete the **Actions for Customer Inventory** as follows.

Actions for Customer Inventory

5. Please return your inventory of EMR units per the below table.

Table – Inventory Inspection and Return Requirements

EMR Package Condition	Ashland Inspection Mark (Green)	Date Code	Disposition
Original sealed package	Green Dot on Carton	Not Applicable	Good Part Retain inventory
	No Dot	Inspection finds 1510 or later	Immediately Return
Unsealed/Loose	Green Dot or Label Present	Not Applicable	Good Part Retain inventory
	No Dot	Prior to 1510 1510 or later	

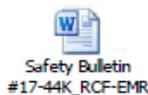
We recommend affixing a standardized permanent mark on good units after the above inspection.

Photo – Example Ashland Inspection Mark (Green) on Product/Carton



Actions for Installed Units

6. Using your available good inventory (green dot or equivalent marked units), begin replacing installed EMR units with a date code of 1510 or later as follows:
 - a. **Immediately on systems configured for manual release only.**
 - b. Automatic systems may be upgraded at the next scheduled service event but within 12 months of this notification.
7. Return the removed EMR units to Kidde via RMA provided by your CSR. Include the completed hardcopy Remediation Confirmation Form (RCF) and return a completed electronic copy to kidde_techsupport@fs.utc.com for mutual record keeping purposes.



← Attachment

8. Kidde will pay all freight and customs fees incurred for receiving the no charge EMR units and returning EMR units to Kidde.

If you have any questions, please contact us at (866) 287-2531 or at kidde_techsupport@fs.utc.com

Thank you for your continued support.