

# FAQ Sheet

## Responding to Consumer Questions re: XL Units

### KEY MESSAGES:

- All calls should be referred to the Kidde Replacement Center at (888) 345-4407. This ensures all correspondence is properly and consistently communicated and documented to meet the requirements of Kidde and the Consumer Product Safety Commission (CPSC).
- Items affected:

<b>XL MODELS</b>
FX340SC
FX340H
FX340GW
XL5MR
FX210R
FX340SC-2
FX210W
XL2.5TCZ-4
E-340-3

- Date code of items affected is October 1, 2007 through and including April 30, 2008. Units are marked on the front label with the model number and on the bottom with the year of manufacture.
- The company is working voluntarily with the CPSC to replace certain XL fire extinguishers.
- Comparable Kidde extinguishers are being offered as replacements for affected extinguishers.
- Inquiries not related to the XL replacement program or inquiries received for products not affected by the replacement program should be directed as follows:
  - a. General Customer Service inquiries (ex. order/PO status, pricing, availability, etc.)  
800-880-6788
  - b. Kidde Hot Line Support (ex. fire extinguisher operation, etc.)  
[www.kiddehelp.com](http://www.kiddehelp.com)
  - c. Media inquiries  
Suzanne Turner (ext. 8219), Heather Caldwell (ext. 8319)

- 1. Q: What is happening? Why did we get this notice? I hear you are having a recall?** *[Any general question]*

**A:** We have determined that Kidde XL Fire Extinguishers with model numbers: FX340SC, FX340H, FX340GW, XL5MR, FX210R, FX340SC-2, FX210W, XL2.5TCZ-4, XL2.5TCZ-3, XL5TCZ-1, and E-340-3 may lose pressure faster than other XL production sets because of the use of an off-specification lubricant. The products being replaced were manufactured between October 2007 and April 2008. The company is offering a replacement of the affected products in cooperation with the U.S. Consumer Product Safety Commission (CPSC).
- 2. Q: What is the CPSC?**

**A:** The U.S. Consumer Product Safety Commission is a federal agency that is charged with protecting the public from risks associated with the use of a wide range of products. You can learn more about the CPSC by visiting its Web site: [www.cpsc.gov](http://www.cpsc.gov).
- 3. Q: What specific XL fire extinguishers are being replaced?**

**A:** Kidde XL Fire Extinguishers with model numbers: FX340SC, FX340H, FX340GW, XL5MR, FX210R, FX340SC-2, FX210W, XL2.5TCZ-4, XL2.5TCZ-3, XL5TCZ-1, and E-340-3 manufactured between October 2007 and April 2008. A full listing of model and item numbers is also available at [www.Kidde.com](http://www.Kidde.com).
- 4. Where were the affected extinguishers manufactured?**

**A:** The extinguishers were manufactured in Mexico.
- 5. Q: How many fire extinguishers are affected by the replacement program?**

**A:** About 167,000 fire extinguishers are potentially affected.
- 6. Q: What is Kidde doing to address this situation:**

**A:** Upon learning of this quality control issue, Kidde ceased further sale of the affected product and issued a manufacturing work instruction to ensure application of the proper lubricant. Kidde is working with the CPSC to voluntarily replace affected units.
- 7. Q: Should I be concerned about my safety? Are these units dangerous?**

**A:** Kidde has no record of injuries due to the affected extinguishers. In addition, the agent inside is nontoxic. All fire extinguishers have the potential to experience pressure loss. The use of off-specification lubricant in certain XL extinguishers may result in some of those units experiencing pressure loss at a faster rate than other units, and could lead to the extinguisher failing to work when activated. Because Kidde is concerned with product quality we are working voluntarily with the CPSC to replace the affected units. Consumers should check their units' gauges, regardless of brand or model, at least once a month. The pressure gauges on the affected XL units will continue to work properly and will point to the "red zone" if there is a pressure loss.
- 8. Q: How do I determine if I have one of these extinguishers in my home and if it is affected by the replacement program?**

**A:** Look at the unit in your home to see if it is labeled as a "Kidde XL" fire extinguisher. If so, then check the label on the front of your extinguisher to identify affected model numbers and check the bottom of your extinguisher to

identify year of manufacture. If your extinguisher is one of the listed model numbers and is marked with the year 07 or 08, Kidde can inform you if it is one of the affected units. If it is, you should check your gauge immediately to see if it points to the red zone, indicating a pressure loss. For pictures of the product, see [www.Kidde.com](http://www.Kidde.com).

**9. Q: If I determine I have an affected extinguisher, what do I do with it?**

**A:** If your extinguisher has experienced a pressure loss, you'll need to properly dispose of your extinguisher. First, check the pressure gauge. If the needle is in the "red" zone, the extinguisher has lost pressure and can be thrown out in your garbage after making sure it is empty of powder and pressure as instructed below. If it is in the "green" zone, then your unit is operational and you should continue to check the gauge at LEAST monthly.

The powder inside the extinguisher is nontoxic, however, it could cause minor irritation if it gets in your eyes or throat. Never activate an extinguisher in or near your face, and never point it in the direction of another person.

There are two simple ways to discharge the extinguisher:

1. Remove the pull pin. Then, take a large plastic lawn or kitchen garbage bag and gather the opening around the extinguisher's neck so that the nozzle or hose is inside the bag. Make sure the gathering around the neck of the extinguisher is firm so the powder will be contained upon discharge. Then, press down on the handle. This action will discharge the powder. Keep pressing the handle until the gauge reads red and powder is no longer being expelled. You may then throw out the extinguisher in the trash. You may also throw out the bag of powder.

2. Go outside in a grassy part of your yard, pull the extinguisher's pin, press the handle, and discharge the powder. It should not affect your lawn. Keep pressing the handle until the gauge reads red and powder is no longer being expelled. You may then throw out the extinguisher in the trash.

**WARNING:** Never unscrew the extinguisher's valve and handle from the cylinder body. Any pressure remaining inside could cause the valve and handle to separate spontaneously, and result in an injury.

**10. Q: How do I get my replacement unit? What information do I need to give?**

**A:** No proof of purchase is required. However, you must supply the model number, year of manufacture, the unit's date code and serial number to verify that your extinguisher is within the scope of this replacement program. Additional information may also be requested.

**11. Q: Are you replacing my affected extinguisher with the same model? How will I know they won't be defective too?**

**A:** Kidde XL extinguishers will be replaced with extinguishers of similar capacity and firing rating. It may be the exact same model or a similar model, and it may either be a red or white color. Upon learning of this quality control issue, Kidde stopped sale of off-specification units and issued a manufacturing work instruction to ensure application of the proper lubricant so your replacement unit will have the proper lubricant. However, because all fire extinguishers are

pressurized products that lose pressure over time or under extreme conditions, you should always check the pressure gauge on **any** fire extinguisher at least monthly and replace immediately if the gauge is in the red.

**12. Q: Is there any evidence that any other fire extinguishers are affected by the same quality issue?**

**A:** No.

**13. Q: How quickly will I get the replacement units?**

**A:** Replacement units will be shipped as soon as practical, and usually within approximately 5 business days of your call to the Kidde Replacement Center. You should receive your unit within 2-4 weeks.

**14. Q. I don't feel comfortable handling this extinguisher. Can't I just mail it back to you?**

**A:** Because the powder inside a fire extinguisher is pressurized, the extinguisher is considered a hazardous item and can only be shipped from a certified HAZMAT service. Therefore, you cannot mail a pressurized extinguisher from your home.