

IMPORTANT SAFETY NOTICE

Frequently Asked Questions (FAQs)

Q: I heard about a recall. What is happening?

A: GE Sensing & Inspection Technologies, in cooperation with the U.S. Consumer Product Safety Commission (CPSC), is voluntarily recalling the Telaire T5010, T5010-C, T5011, T5011-C, T8010, T8010-C, T8011 and T8011-C CO2 sensors manufactured between 2000 and 2005 because of a possible fire hazard. These sensors were sold under the Telaire and Carrier brands. In some instances, the sensors may be unbranded. GE has received reports of three incidents in which a cracked capacitor caused the product to overheat and smoke.

Q: What is the CPSC?

A: The U.S. Consumer Product Safety Commission is a federal agency that is charged with protecting consumers from risks associated with the use of a wide range of products. You can learn more about the CPSC by visiting its website: www.cpsc.gov.

Q: What is GE doing to address the situation?

A: In response to learning about the situation, GE proactively contacted the CPSC and has instituted a voluntary recall for affected sensors. Our primary concern is the safety of our customers and users of the technology.

Q: If my unit is still working, do I need to replace it?

A: Yes.

Q: Where were the affected products manufactured?

A: In the U.S.

Q: What model numbers are impacted?

A: Telaire T5010, T5010-C, T5011, T5011-C, T8010, T8010-C, T8011, and T8011-C models. These units were sold under the Telaire and Carrier brands. In some instances, units may also be unbranded. Visit www.gesensing.com for information on how to identify your particular sensor and determine whether it is included in this recall.

Q: Should customers continue to use these models if they have them installed?

A: All customers who have an affected Telaire sensor should contact GE immediately U.S. Toll-free at +1 877 243 5086 (Toll +1 814-834-5699) or visit www.gesensing.com to schedule a free replacement. Customers should also monitor their sensors every two weeks until they are replaced. For information on how to monitor the sensors or to disable the sensors, if desired, refer to the instructions on www.gesensing.com under the "Recall Information" link.

Q: How do I know if I have one of the affected products?

A: Please refer to the instruction guide for identifying sensors at www.gesensing.com under the link "Recall Information", to correctly identify your model number.

Q: What should a customer do if she/he has a Tellaire T5010, T5010-C, T5011, T5011-C, T8010, T8010-C, T8011 and T8011?

A: All customers who have an affected Tellaire sensor should contact GE immediately U.S. Toll-free at +1 877 243 5086 (Toll +1 814-834-5699) or visit www.gesensing.com to schedule a free replacement. Customers should also monitor their sensors every two weeks until they are replaced. For information on how to monitor the sensors or to disable the sensors, if desired, refer to the instructions on www.gesensing.com under the "Recall Information" link.

Q: Are any of these Tellaire models currently being made?

A: No. These models were manufactured and sold from 2000 to 2005.

Q: When did GE stop manufacturing these models?

A: 2005.

Q: Have there been any injuries? Any property damage?

A: No injuries have been reported. GE is aware of three incidents that involved overheating, smoking and limited property damage.

Q: What went wrong with these particular models? Couldn't other Tellaire models be affected too?

A: A limited number of sensors manufactured between 2000 and 2005 have demonstrated overheating and/or smoking as the result of a cracked capacitor. Other current Tellaire sensors have a different design that does not have same risks, which resulted in the issues found in the recalled sensors. We have evaluated our product line and are unaware of any additional issues.

Q: Can I receive a new unit?

A: Yes. We are currently manufacturing replacement sensors.

Q: How long has GE known about the issue in these models?

A: GE reported to the CPSC as soon as we learned that a significant product hazard could result from these sensors.

Q: Did the CPSC force GE to issue a replacement program?

A: No. GE discovered the problem and quickly reported it to the CPSC. This is a voluntary product recall.

Q: Are any of the models with this problem still being sold?

A: No.

Q: Did GE fully cooperate with the CPSC?

A: Yes, we have worked closely with the CPSC throughout this process. Our effort here is to reach all consumers who may have these sensors installed.

Q: How long is the replacement program valid?

A: The replacement program is open indefinitely.

Q: I know a customer with one of the models and she/he hasn't received a call or letter yet. Why is that?

A: We attempted to reach all customers and the announcement was made public by the CPSC. Please encourage the person you know to call immediately U.S. Toll-free at +1 877 243 5086 (Toll +1 814-834-5699) or visit www.gesensing.com.

Q: How much will this cost GE?

A: Cost is not the main concern. We will take every measure to ensure the safety of our consumers.

Q: Who is going to pay for the replacement model?

A: GE.

Q: Will the replacement be the same size?

A: Yes.

Q: How do I know this won't happen with the replacement product?

A: The replacement has a new design.

Q: How do I arrange for installation?

A: Please contact the original service installer or qualified HVAC contractor to arrange for receipt and installation of replacement sensors. GE will coordinate the process with the service provider. GE will send the replacement sensors to the service provider and provide instructions for the installation of the sensors.

Q: Can I take my affected units out of service?

A: Yes, please refer to the Instruction Guide for Identifying Sensors at www.gesensing.com under the link "Recall Information".