

No.	Name	Date of Initial Contact by Customer	Comments
			There was no damage, but there was "smoke smell for 2 days."
126	Stover, Neely	12/28/1994	<p>BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT form indicates cause of smoke was "burner on, ignited plastic"</p> <p>Customer response to BRK questionnaire indicates incident was discovered when customer "Came out of bedroom and house was <u>literally</u> filled with smoke."</p>
127	Summers, Patti	01/05/1995	<p>Customer letter states that "On December 11, 1994 at 1:10 am I was awakened by my dog and his howling. I opened up my bedroom door and my hallway was filled with smoke to where you could barely see.</p> <p>The smoke was caused by a pillow leaning against a heater in my child's room.</p> <p>My complaint is that my First Alert smoke detector <u>NEVER</u> went off. There was enough smoke in the hallway that it should have alarmed me there was a problem. The fault was not in the battery since that was replaced less than a month ago. I'm not sure of the reason the detector failed to work, but I'm not too happy with it. If it were not for my dog, I wouldn't be writing this letter today."</p>
128	Cohn, Richard	01/11/1995	<p>BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT form that smoke was generated by "spontaneous combustion of a rag in the basement."</p> <p>Fire department responded and "tested during incident" and detectors tested ok.</p>
129	Ward, Tammy	01/16/1995	<p>BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT form indicates cause of smoke was "Flu pipe came loose from wood burning stove located in family room."</p> <p>Injuries are listed as "smoke inhalation (sic) – husband"</p>
130	Kleypas, Paula	01/17/1995	<p>BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT form indicates cause of smoke was "fireplace flu left closed"</p> <p>Customer "removed detectors and held within 6 feet of flame or smoke."</p>

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131	Maalouf, Tracy	02/02/1995	Customer responses to BRK questions state, "we had a large amount of smoke when something in the oven overflowed and was burning on the bottom of the oven and neither of them alarmed. Therefore we are concerned that possibly there is something internally wrong in spite of the fact they seem to check out ok to our inspection. I would be interested in knowing what you find."
132	Doney, Steven	02/06/1995	Customer responses to BRK questionnaire states smoke was generated by "main electrical fuse box fire." "Aprox. 12 to 15 hundred in cleaning from smoke and extinguisher spray."
133	Morrison, Denis	02/09/1995	Customer letter states, "On Monday, January 23, 1995, there was a grease fire in my kitchen at my home between 6 and 7 p.m. The above noted smoke detector did not give off an alarm. The smoke detector is defective. The Kansas City Kansas (sic) Fire Department checked the alarm. (Copy of the fire report is enclosed). The batteries were new, the alarm had been working properly, because when I was cooking, the slightest amount of smoke would make the alarm go off. Unfortunately the night we needed the alarm it did not go off. We have suffered a substantial amount of damage to the kitchen due to this faulty smoke detector. We are requesting that you refund to us our \$250.00 homeowner deductible, and the \$5.00 cost of the fire report, (copy of receipt enclosed) because of this faulty alarm."
134	Jessen, Carolyn	02/20/1995	Customer letter indicates that she had a small fire in her home on New Years Day 1995 and the alarm did not go off. She tested the battery and it was good. She replaced with a brand new battery but the unit "would not even beep or test." The only time the unit beeped was when she stood the unit on edge and pressed down on it. " <u>This unit never worked</u> for the four months it was put up. Talk about living under false security. I don't trust this unit or any other under this brand name. Please refund my money." Customer questionnaire indicates damage was "only to my psyche, and some sooty residue carried around the main living area. There was enough smoke to fill the main floor and cause coughing." Detector did not respond when tested moments after the incident. Customer's other smoke detector did go off which is a Black & Decker and was within 15' of the stove. Customer states "no big deal I just wanted you to know your product"

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			failed and I want my money back.”
135	Karnish, Francis	02/20/1995	<p>Customer letter states, “The enclosed smoke detector was purchased in October, 1994 for my son to use in his dorm room at college. I purchased it out of concern after a rash of dorm fires in which student died at other colleges.</p> <p>In December just prior to Christmas vacation, he was asleep in his room when a fire broke out in the trash chute just next to his room. His room filled with smoke but the detector never went off to wake him. If it weren’t for the quick action of his resident advisor who had a key to his room a tragedy might have occurred.</p> <p>The test button worked but when he brought it home and tested it with cigarette smoke it did not work. A new battery was also tried but it still did not work.”</p>
136	Schuch, Dale	03/03/1995	BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT form, “Whole floor covered with smoke no alarm.” After area was aerated for one hour, the alarm sounded.
137	Cassel, Debbie	03/17/1995	<p>Customer response to BRK questionnaire indicates smoke was generated by “cooking on an indoor electric grill.”</p> <p>Cassel is not the homeowner. She’s involved with the Woodlake Village. She’s states that when she entered the dwelling “there was a great mass of smoke. I could barely see the resident when they answered the door.”</p>
138	Farmer, Richard	03/31/1995	<p>Customer response to BRK questionnaire indicates “Pot on stove (cooking green beans) boiled dry and filled house with smoke – alarm did not go off – Battery good”</p> <p>“Husband came home from work and found me asleep with migraine headache on sofa in den.”</p>
139	Stewart, Terry	03/31/1995	<p>BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT form, “fire ember from fireplace ignited rug – family room.”</p> <p>“Son arrived home at 3:15 – house smoke filled.”</p>
140	Bogle, Billy and Wanda	05/12/1995	<p>Customer letter states, “This is a complaint letter of near catastrophe (sic).”</p> <p>At 3:00 am customer’s wife was awakened by a loud popping noise.</p>

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			<p>Their mobile home was on fire. "The Lord spared our lives. My wife and I and three of our four children were home and asleep."</p> <p>"The Ouachita Parish Fire Department lead man, upon entering (sic) the fire after it was put out, knocked the 1 1/2 month old First Alert off the wall and then it decided to work."</p> <p>"If our lives had depended (sic) on it, we would all be <u>Dead</u>."</p> <p>Second letter to BRK, dated June 10, 1996, states, "I wonder if you had to work a regular job like me and millions of other people, and all you have worked for was burned up in a house fire, and being underinsured, would you care!</p> <p>I do. When our home burned we lost all but our lives, by the grace of God. Some day sir you will have to stand before God like everybody else, and answer for your sins."</p> <p>"BRK never offered us a dumb excuse why our 2 month old First Alert did not work. Not even a we're sorry. This shows me how much you <u>don't care</u>."</p> <p>Customer states, "when somebody ask (sic) us about the First Alert that did not work (5-10 mins (sic) after the fire had destroyed our home we could have died) we will to our last breath tell them, don't trust First Alert. They are only in it for the money and don't care about you or your home. Our burned First Alert laid on Beth Weber's desk for a <u>year</u>."</p>
141	Conley, Mrs. L.	05/26/1995	<p>BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT form, "lightning struck electrical system"</p> <p>"Electrical box was also smoldering in a closet in a bedroom."</p> <p>Customer response to BRK questionnaire indicates incident was discovered when "Dog woke me up."</p>
142	Hoffmeyer, Bonita	10/24/1995	<p>Customer letter states that that evening two BRK smoke alarms failed to alert her family when the clothes dryer became overheated and scorched the load of clothes and filled the entire house with smoke. "Neither of the smoke alarms sounded their alarms. This is disturbing since the test buttons and the batteries work."</p> <p>"The firemen that responded to our call suggested that I write to you. They checked the alarms also and found them to work with the test button and were surprised that they had not worked with the amount</p>

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			<p>of smoke that had filled the house.”</p> <p>“I know that I will not sleep tonight knowing my alarms don’t work, but feel better having written to you.”</p>
143	McGuire, Barbara	10/26/1995	<p>Customer letter, dated October 18, 1995, to BRK states “I am writing this letter after experiencing one of the most terrifying experiences of my life.”</p> <p>“On October 14, 1995, at about 10:55 pm, I opened my basement door, to be greeted by a cloud of acrid smoke.”</p> <p>“Immediately my husband called the fire department and I proceeded down to rescue my children’s pets.</p> <p>Fortunately, I opened the door when I did because my First Alert smoke detector DID NOT WORK!!!!!!!!!!!!!!!!!!!!!!</p> <p>The fire department determined that the water pump on my sink which is used to pump water upward seized up and burned itself out causing extensive smoke damage.</p> <p>The lieutenant of the fire department pushed the test button, the alarm sounded, but the smoke detector did not respond to the smoke. Your product failed to perform. “FIRST ALERT DID NOT ALERT!!!!!!!!!!!!!!”</p> <p>“The wood around the sink was scorched.</p> <p>The clean up will be handled by the insurance company after I meet my \$500 deductible.”</p> <p>“I would appreciate a response that will explain in detail what your company can do to ease my burden.”</p> <p>Please do not send me another smoke detector, because I will not use it.”</p> <p>“I am too upset to ever take a chance with another First Alert product.”</p> <p>Customer letter, dated November 29, 1995, to BRK includes an itemized list of out of pocket expenses incurred, which total \$1,136.05. Items on the list include replacement of guinea pig that died from smoke and “10 loads of laundry to wash clothes with smoke damage” and \$500.00 insurance deductible.</p>

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			<p>Chronology, prepared by customer of her contact with BRK indicates that on January 8, 1996, she spoke with Beth Weber and Beth “stated that the smoke detector worked in the First Alert lab, therefore, they had no responsibility.”</p> <p>Customer sent her complaint to the Office of the Attorney General, State of Illinois.</p> <p>Note from customer to Haldon Grant (BRK General Counsel) stating, “Dear Mr. Grant,</p> <p>Are you ever going to respond to my letter dated 2/3/96? Also, I am still waiting for a copy of your lab report. FYI, enclosed are copies of correspondence from the AG of the state of Illinois. Still waiting for a response.”</p>
144	Cloutier, Paul (tenant) and Jennice Sih (landlord)	11/01/1995	<p>Letter from landlord to BRK indicating there was a fire and the “fire department said that the smoke detector did not work consequently all the cleaning and restoring work will have to be paid by me. As far as we know that (sic) the button for testing still works hence the smoke detector’s original batteries is still good.</p> <p>The progress so far has been that I sent service master to do the cleaning (the cost is \$905.88 for the building and \$574.25 for the contents.)”</p> <p>“And the painting is being done at this time with costs not yet totaled.”</p>
145	Buchman, Lawrence and Tavora	11/03/1995	<p>Letter from customer to President of First Alert, dated November 6, 1995, states, “On October 31, 1995 at approximately noon two smoke detectors, model #SA67D manufactured by your company failed/malfunctioned. Our house was filled with smoke and your detectors failed as confirmed by the attached preliminary fire report. These detectors were tested approximately two weeks ago, and after the fire and tested operable.”</p> <p>“Moreover, a licensed electrician entered the house with my wife after the fire and will confirm that the detectors tested operable but did not alarm.”</p> <p>Customer states, “My wife and I now live in fear and are haunted by what could have happened to us and our eleven month old daughter had this incident occurred at night. Most of the damage and smoke occurred in and surrounding our daughter’s room and not ours, had</p>

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			<p>we been asleep this would have been a tragedy.”</p> <p>Fire department responded and their preliminary report indicates that smoke detectors did not operate properly.</p> <p>In a letter dated, November 15, 1995, from Haldon Grant (General Counsel of BRK) to customer, Mr. Grant states that BRK has determined there is nothing wrong with the detector returned by the customer. “The detector is in perfect functional condition and was not “negligently manufactured” as you assert.”</p> <p>Grant also states, “We also know that fires do not fix negligently manufactured smoke detectors and that the detectors were operational prior to this incident and they are operational now.”</p>
146	Leonard, Dewey	11/29/1995	<p>BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT form that Port Allegany Fire Department responded. Smoke was from wood stove chimney. Fire department tested detectors and “all tested ok after incident.”</p> <p>Customer responses to BRK questionnaire indicates there was “smoke damage.”</p> <p>Incident was discovered when “wife woke up out of a sound sleep.”</p>
147	Woolrich, Kathleen	11/29/1995	<p>Customer responds to BRK questionnaire stating incident was caused by food catching fire inside of a pot while cooking. “SMOKE WAS IN EVERY <u>ROOM</u>. NEVER WENT OFF.”</p> <p>Customer suffered from smoke inhalation, “still hurts.”</p> <p>She states her injuries are “mostly psychological.”</p> <p>Customer states “I was in the bedroom. Fire started in kitchen. Engulfed my house in smoke. Alarm located right next to kitchen in hall. Did not go off.”</p>
148	Carlisle, Carolyn	12/05/1995	<p>Customer responses to BRK questionnaire indicates smoke was generated by a toddler placing a pocket sandwich in microwave “for unknown time period.”</p> <p>“Neither smoke detector alarmed. Neither have ever had low battery alarms. Never had any false alarms.”</p> <p>“I have checked both old batteries daily since replacing them. Sometimes they fail to respond to the test button.”</p>

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			Customer note states "I remain frightened at the thought of trusting these SD's to respond to warn my family and now knowing that a test beep is worthless! I have 5 children of my own that are 6 and under (and 3 older!) In addition to several small children that I care for. I had trusted SD's to give me advance warning because they responded to a test beep. I thought I didn't have false alarms because of proper installation and correct locations. Scary!"
149	Frazier, Nancy	12/06/1995	Customer letter states, "Two days ago I had a small fire in my utility room with lots of smoke and neither of these alarms went off to warn me! I hate to think what could have happened if the fire had been at night when we were upstairs asleep. Afterwards I checked the batteries, they were charged. I pushed the tester button and the alarm sounded as it has every time I've tested them since I bought them in the fall of 1993. When I blew smoke into them they did not go off!! It upsets me to think that for two years I have felt secure with these alarms that if a fire did break out I would at least get a warning and that just wasn't true! I did my part, I bought the alarms, I changed the batteries and I tested them every once in awhile, the alarms did not do what they were suppose to do! I'm wondering how many others are out there like these, how many people have and will count on a warning that isn't going to happen if the needs arises, or if the need arose and there have already been people hurt or killed because of this faulty product."
150	Kent, Lucille	12/28/1995	Customer letter states "I had so much smoke in my house I could not see how to get downstairs and neither detector went off."
151	Pelletier/Kennedy, Lauren	12/28/1995	<p>Customer letter, dated December 17, 1995, states, "We had a small fire in the room adjacent to the detector shortly after installing a brand new battery. The detector did not respond despite the fact that it was located three feet from the open door of the smoke filled room.</p> <p>After the incident, we tested the alarm using both the push button and a burning match and at which time it made a <u>barely audible</u> beep."</p> <p>"We have been buying you 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."</p> <p>The above referenced letter was copied to UL labs, Better Business</p>

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			<p>Bureau, Consumer Reports and Good Housekeeping.</p> <p>In May of 1996, customers filed suit against BRK, in small claims court, in the amount of \$20.00.</p> <p>Plaintiffs state in NOTICE OF SUIT, "WE SEEK TO COLLECT DAMAGES FOR A MALFUNCTIONING SMOKE DETECTOR. The device in question, a First Alert Model No. SA88 failed to alert us to the smoke and fire from our humidifier that caught fire while we were sleeping on October 25, 1995. Our letter, dated December 17, 1995, sent to First Alert Customer Service Department went unanswered."</p> <p>Letter from General Counsel for BRK, Haldon Grant, to BRK's local counsel in Connecticut enclosing material "which frankly is an embarrassment to our Customer Service Department." Grant asks local counsel to "check the court's records to determine whether or not a default judgment has been entered against us in this matter and advise me what additional steps you recommend."</p> <p>Eleven months after original letter to First Alert/BRK, Customer sends a letter to the President/CEO of First Alert, stating, "This is a second letter to your company regarding a failed First Alert smoke detector. We never received an answer to our first letter which is attached.</p> <p>I am pursuing this issue because so many Connecticut residences and businesses rely on these units to save their lives. While this may or may not be an isolated incident, the failure of this unit put our lives at risk."</p>
152	Brady, Sheryl	01/03/1996	<p>Customer responses to BRK questionnaire indicates smoke was "due to the motor from the oil burner."</p> <p>Customer states there was "soot damage."</p> <p>"We smelled smoke and then the house started filling with smoke."</p>
153	Leitch, Debra	01/04/1996	<p>Customer letter states that on December 24, 1995 at approximately 11:30 p.m. "There was \$30,000.00 plus damage done to my home. Fortunately I was sitting on my couch in front of the Christmas tree when the wire short occurred. Otherwise the fire would have been much more devastating.</p> <p>I have been the daughter of a fire captain for 27 (twenty-seven years) so I certainly know the importance of a fire alarm and the battery</p>

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			<p>that operates one. This is why I am so concerned about the alarm that should have gone off in my own home. If I had not been awake that Christmas evening the damage would have been much more severe.</p> <p>I am sure that you are well aware of the point I am trying to get across, specifically if there is a default with this particular model, the public shall and will be notified."</p> <p>Customer responses to BRK questionnaire state, "The fire started in front of my eyes...the alarm never went off...and melted off the ceiling and dropped to the floor."</p> <p>"Smoke damage was over \$10,000.00 structural damage was over \$15,000.00 and personal property was over \$30,000.00. Not to mention personal injury, that was approximately \$5,000.00."</p> <p>Customer states she, "broke my foot running from my home."</p> <p>Information in the complaint file indicates Customer very uncomfortable sending smoke detector to BRK. At one point customer actually had sent the detector to BRK, via FEDEX but before it was delivered she had it returned back to her.</p> <p>In a letter dated January 18, 1996, Beth Weber states, "If you return the detector to us as requested, you have my assurance that we will not tamper with or modify the unit in any way, we will not substitute another unit for the unit which you send us, we will not engage in any destructive testing of the unit you send us and we will return the original unit to you upon request in the same condition you provide it to us."</p> <p>Customer letter, dated February 7, 1996, states "I have not enclosed the fire alarm, and will not until we can reach some kind of agreement. I have been advised by my attorney and the fire department that a representative should come and pick up the alarm and review the evidence so that it does not "get lost" in the mail. I am confident that you understand my viewpoint."</p> <p>Handwritten notation by BRK representative, dated February 15, 1996 states,</p> <p>"I called D.L. and advised that if uncomfortable sending detector to BRK – Have Ind. Consultant located in FL who could examine and Return. Gave Ron's Name/ADD/Phone - Ron cld – Ms. Leitch said she'd FEDX to him."</p>

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			<p>Materials in file indicate the independent consultant referenced by the above notes is Ron Sisselman.</p> <p>Customer has not wanted to give BRK her detector despite their assurances, but now agrees to turn over the detector to an “independent consultant.”</p> <p>[There is no information in the file that would indicate the customer was notified that Ron Sisselman, as late as March of 1995, was, to use Weber’s term, “corporate counsel for BRK.” Sisselman prepared Beth Weber for depositions involving BRK smoke detector litigation, including litigation regarding claims that the detector did not respond to smoke. (Beth Weber Dep., dated 3/3/95, <i>Mercer v. Gerry</i> at 10:8-25, testimony located at Leitch customer complaint No. 153)].</p> <p>[BRK employee Nicholas Bellavia testified in his deposition that Sisselman was previously employed at BRK as the VP of Administration and was in charge of both Accounting and Human Resources; he also coordinated cases/lawsuits, primarily those involving smoke detectors (Bellavia Dep., dated 12/27/95, <i>Mercer v. Gerry</i> at 17:5-14, testimony located at Leitch customer complaint No. 153)].</p> <p>[BRK employee Gary Lederer testified in his deposition that Sisselman was on annual retainer and he believed this relationship had continued up to the date of Lederer’s deposition. (Lederer Dep., dated 12/5/96, <i>Goldsmith v. Pittway</i> at 126:8-127:14, testimony located at Leitch customer complaint No. 153)].</p>
154	Fassett, Lorraine	01/06/1996	<p>Customer letter states “We live in a row of town houses and on December 21st, 1995, at 7 A. M. there was a fire in the second house to our left resulting in the death of one woman and leaving three houses destroyed and 8 people homeless. Our house was filled with smoke so badly the fireman evacuated me and my dog as our home was next in line to catch fire. The firemen were able to finally stop it from spreading but the smoke in my home was so bad it took a cleaning service 2 days to clean it and I am still washing and cleaning articles.</p> <p>What has my husband and myself so upset is that we have two First Alert smoke detectors, one upstairs outside our bedroom and one in the basement. The batteries were new and the basement detector was a brand new one. NEITHER WENT OFF!!”</p>

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			<p>“This distresses us to the point that we do not feel safe in trusting these detectors and would like to hear from you in this matter.”</p> <p>Customer responds to BRK questionnaire stating she discovered incident, “My dog was choking”</p> <p>“I was in bed and luckily woke up. I heard a lot of noise outside. Firemen carried me and my dog to a neighbors house.”</p>
155	Miller, Martin	01/06/1996	<p>Customer letter states “I recently replaced an old smoke detector with a new First Alert Model SA67D. It was installed and tested.</p> <p>Last week we awoke (thankfully) at 1:00 a.m. to a house full of smoke. The alarm did not work. Not very comforting.”</p> <p>“Do you want it sent to you to see why it failed.”</p>
156	Swartz, Jenni (and Bob Tipton at Nyberg Ace Hardware)	01/08/1996	<p>Customer responses to BRK questionnaire indicate incident was caused by smoke escaping from wood stove.</p> <p>There was “<u>Great</u> smoke damage to all but bedrooms . . . doors were closed.”</p> <p>“At 5 a.m. I opened my bedroom door to find dense black smoke in the rest of the house.”</p>
157	Scarborough, John	01/09/1996	<p>BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT FORM that incident was caused by, “heating pad in microwave caught fire.”</p> <p>Customer responses to BRK questionnaire indicate that there was damage to the “microwave and smoke damage to microwave cabinet.”</p> <p>Customer states the battery was properly connected, “we tested the smoke detector after the incident and it tested okay.”</p>
158	Zahrt, Fred	01/09/1996	<p>Customer letter states that his four detectors “failed to sound the alarm when my wife left the beans on the stove, and our house was completely filled with smoke. Having our air circulating fan exacerbated the situation, and smoke was in every room, including the basement! Still, none sounded.”</p> <p>“I am really concerned that the replacements you sent may not work either. is there any way I can check them?”</p>
159	Gordon, Constance	01/22/1996	<p>Customer letter states, “Today, while I was otherwise distracted by my toddler, I had two appliances malfunction. One was the toaster (located on the counter beneath the wooden cabinets) and the other was my First Alert Smoke Detector (located in the archway between</p>

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			<p>the kitchen and family room). The only reason a bad fire was avoided was that my five-year-old daughter (moments home from preschool) was able to yell "smoke" in time for me to run and unplug the toaster. I am certain that there would have been flame in seconds. The entire kitchen, including the area with the <i>smoke detector</i>, was filled with blue smoke, and yet the alarm was not (sic) sounded. When I pushed the test button, it produced the appropriate sound.</p> <p>My family's safety is dependent on the good name of First Alert Smoke Detectors and I want an answer as to what happened."</p>
160	Vasko, JoAnn	01/23/1996	<p>Customer letter states "I purchased a First Alert Smoke Detector in 1995 (can't remember the month) and it has a working battery in it as it sounds when pressed. Last night we had smoke damage through the whole first floor and the smoke detector did not go off. I cannot rely on a detector like that."</p>
161	Berry, Todd and Debra John Falgione	01/24/1996	<p>BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT FORM, "Service panel ignited."</p> <p>Fire Department responded and "said there was enough smoke to cause detectors to alarm."</p> <p>Customer responses to BRK questionnaire indicate that "firemen said their feelings were that there was more than enough smoke to set off detectors."</p> <p>"Firemen and the fire marshal checked detectors" and they "tested properly."</p>
162	Storace, Thomas	01/17/1996	<p>Customer letter indicates that customer was awakened by his CO detector. "When I got out of bed and entered the hallway I discovered that the house had filled with smoke due to a clogged chimney. I evacuated my family and opened all the windows, clearing the smoke from the house. I had to relocate my family for two days and we suffered about \$5,000 in smoke damage, but we are all alive. The reason I am writing this letter is to let you know that I had two of your smoke detectors in the house and neither one went off. The CO detector, another company, was the only thing that saved our lives. After everything was over I tested both of your smoke detectors by hitting the test buttons and they seemed to work fine. They have batteries that were about one month old but would not activate when exposed to smoke, only when the test button is pushed. I don't understand this and I am very upset. I don't care how much I have to pay for a smoke detector, I just want the damn thing to work."</p> <p>"I would like to know what you are going to do about this?"</p>
163	Watson, Paul	01/29/1996	<p>Customer letter indicates customer had a chimney fire. "The fire</p>

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			<p>department personnel arrived within a few minutes and began doing what they do best.”</p> <p>“The smoke was so thick in my house that it was coming out of the attic vents. The fire chief was convinced that there was a fire in the attic, based on the amount of smoke. There was no fire found and a smoke ejector was used to clear the house.</p> <p>“I would like to note that I was awake at the time this chimney fire ignited. I make this point to preface the point that with all this smoke, neither of my two First Alert Smoke Alarms sounded. My wife noted this after the Fire Department had left.”</p> <p>“Why didn’t these alarms activate when the house was full of smoke? Would this fire have been discovered if we had all been in bed? Or would we all have succumbed to smoke inhalation before anything could be done?”</p>
164	Foster, Richard and Lilly (granddaughter Carolyn Neal)	02/02/1996	<p>Customer responses to BRK questionnaire indicate that smoke was caused by gloves after putting wood in stove.</p> <p>There was damage to “gloves as well as carpeting. Wiped walls.”</p> <p>“Had to air out house.”</p> <p>“Difficulty breathing until aired out.”</p> <p>“Mr. Foster has minimal sense of smell . . . retired timber worker. Had Mrs. Foster stayed with ill friend or been away, would have been a tragic accident.”</p>
165	Prezkurat, Janet	02/05/1996	<p>BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT FORM that the motor on a pellet stove quit functioning, causing smoke.</p> <p>Damages are noted as smoke in family room and kitchen.</p> <p>Customer response to BRK questionnaire indicates that smoke reached the detector. “Room was filled with smoke, could not see across room.”</p> <p>Incident was discovered when customer “smelled smoke in sleep.”</p>
166	Retemeyer, Jim	02/19/1996	<p>Customer letter states “This smoke detector was faulty during a fire in our daughter’s room. It never went off.”</p> <p>“The alarm was installed on a wall high above the closet. The fire was in our baby’s crib after she pulled a light down. It was a slow smolder which burned a 3” deep hole into her mattress and bedding. Her room was filled with smoke (but not heat).”</p>

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167	Eisenstat, Gloria	02/23/1996	BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT FORM that cause of smoke was due to an incident with the toaster oven. "When they realized there was smoke in the kitchen, they brought all six detectors in to the kitchen. Husband stood on chair and held detector over his head for two min. -- tried each det. in this manner and no alarm."
168	Throener, Ronda	02/27/1996	Customer letter states, "I have never been so disappointed with a product in all my life!! We purchased this smoke detector only a week ago -- and last night our furnace failed us and filled the house with smoke -- so thick we could hardly see or breathe. The only reason my husband and I woke up was due to me coughing because I couldn't breathe. The smoke was so thick there is no reason the detectors shouldn't have went off. The reason we purchased this detector was to protect us in these situations -- I am extremely upset with this product (model FG888D). Please respond to this letter in some way -- it would be appreciated."
169	Long, Robert	02/29/1996	Customer letter states, "The enclosed smoke alarm is being returned to you because, as you can surmise, it is defective. My basement wood-burning stove backed up and filled the basement with dense smoke. It was in this area that the smoke alarm was situated. It did not alert nor alarm anyone. After clearing the basement of smoke, I checked the alarm. Using the test button, it sometimes sounded off and sometimes it didn't. I had replaced the battery recently but wanting to give the smoke alarm a fair trial, I put in a fresh battery. Using the test button, I got the same result as before."
170	Harrison, Michael	03/14/1996	BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT FORM that the cause of smoke was "wood stove in basement." "House full of smoke. Smoke detectors did not alarm." "He felt that the three smoke detectors should have alarmed."
171	Williams, Randy	03/21/1996	BRK representative noted on SPECIAL HANDLING FORM that cause of smoke was due to "electrical in junction box behind the wall." Injuries are listed as "smoke inhalation, burns." "Fire Dept. took it down and brought it down -- to test -- and it was fine. Then wife blew cigarette smoke into and it alarmed."
172	Tanchuck, M.	03/29/1996	Customer letter states, "As per our telephone conversation I am returning two smoke detectors which were purchased at the same time, neither alarm worked during a fire that we had even though the batteries were good."

No.	Name	Date of Initial Contact by Customer	Comments
			I would appreciate it if you could check them out and advise."
173	Pohl, Diana	04/04/1996	<p>BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT FORM "Hot light for iguana fell over and hardwood floor caught on fire. Smoldering smoke inside bedroom. Entire house full of smoke. Unit did not alarm but tested okay. No one home at the time. Brother came home and found the smoke. Concerned that detector alarms while cooking but not with this smoke."</p> <p>Customer responses to BRK questionnaire state there was "smoke damage to the entire house and to tiles below in ceiling of recreation room and basement."</p> <p>"My brother came home from work at 6:30 p.m. -- 7 p.m. and saw/smelled the smoke as he pulled into the driveway of our home. There was so much smoke, he thought he had opened the door to find the house engulfed with flames and burning down."</p> <p>"The button to test the detector was pushed right after smoke was cleared out of the house, and it tested just fine."</p>
174	Schwartz, Richard	04/10/1996	<p>Customer letter states, "On Thursday night, January 4, 1996, my son, who sleeps in the basement, came upstairs and complained the basement was full of smoke. He was having trouble breathing and had a parched throat.</p> <p>"We had three smoke alarms, strategically placed in the basement and stairwell, none of which went off. "</p> <p>"I feel this is a major product defect and has an extreme potential as a life-threatening situation. The U.S. Consumer Product Safety Division has been notified of this situation. "</p> <p>"We feel an immediate response is in order for this situation. "</p> <p>BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT FORM that there was smoke damage. "Ins. adjuster coming out. "</p>
175	Swartz, Jennie	04/10/1996	<p>BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT FORM "Wood-burning stove -- chimney backed up."</p> <p>"Her bedroom door was shut and when she opened the door, she couldn't see because smoke so thick."</p> <p>"House smells of smoke."</p> <p>Customer responses to BRK questionnaire indicate there was damage "<u>GREAT</u> smoke damage to all but bedrooms . . . doors were closed."</p> <p>There were no injuries, "but great discomfort."</p>

No.	Name	Date of Initial Contact by Customer	Comments
			The unit did respond when tested.
176	Kennedy, John B. and Maria	05/29/1996	<p>Customer responses to BRK questionnaire indicate smoke was generated by hot teakettle which was almost destroyed. Customer states "Fire could have spread in a few more seconds."</p> <p>Customer states that smoke did reach the detector and then the smoke went past the detector to the next detector, which was farther from the origin of smoke and that model was a General Electric brand.</p> <p>Customer states the battery was properly connected and the detector "tested as if it worked both before and after the fire. Moreover, I removed the battery and tested its voltage and it was approximately as fresh as the battery in the GE detector. I did notice, however, a hesitancy to respond to the test at times, but repeated testing virtually responded as it did when it was new."</p>
177	Aamoth, Dennis	06/03/1996	<p>BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT FORM, "turkey burnt on the stove. Forgot stove was on. Kitchen full of billowing smoke and whole house smells now of smoke. Unit tests okay with test button but did not alarm with smoke."</p> <p>This incident resulted in a subrogation claim brought by State Farm Insurance Companies. John C. Plume, claims specialist, states in a letter dated September 6, 1996 "Although this incident might have been caused by our insured, the damages could have been minimized or lessened if the smoke detector had been functioning properly."</p> <p>"Under our insured's homeowner's policy, we have paid \$2,706.22, not including our insured's \$100 deductible."</p> <p>Customer responses to BRK questionnaire indicate customer "needed a wet rag over my mouth to open the windows because the smoke hurt my throat."</p> <p>"Battery was in place with 115 V AC house circuit also."</p>
178	Drince, Tim and Dena (their complaint letter only)	06/25/1996	Customer letter states "Recently our fan caught on fire, and our First Alert did not respond to the smoke. Fortunately my husband was able to put the fire out in time. So we tested the button on the First Alert and it worked. So we put new batteries in it and pushed the button again and it worked. So we tried it around smoke and it didn't work."
179	Anton, Diana	07/10/1996	BRK representative noted on SPECIAL HANDLING FORM the cause of smoke was "popcorn burnt in microwave, smoke filled room. Cust. felt smoke reached the detector but no alarms. Tested unit and it alarmed with test."

No.	Name	Date of Initial Contact by Customer	Comments
180	Bruininga, David	07/26/1996	<p>BRK representative noted on SPECIAL HANDLING PHONE-IN COMPLAINT FORM that customer owns a duplex where he resides on one side and his tenants reside on another. They experienced two incidences where detectors did not respond to smoke. The first incident was experienced by tenants when they left a pan boiling on the stove. "Smoke developed throughout kitchen. Det. 10 ft from stove."</p> <p>The second incident happened when "swamp cooler motor burned out, blowing smoke throughout home. Detector 15 ft from swamp cooler."</p> <p>Customer "feels very uncertain that our sm. det. won't alarm with smoke. He asked about difference between ion and photoelectric."</p>
181	Bialota, Alberta	07/29/1996	<p>Customer letter states, "we have a Family Gard smoke detector no. 83R. It is known to go off in the least amount of kitchen smoke, but we had a <u>major</u> fire and it did not go off. Yes, the batteries were good. Thank goodness we spotted the fire before it destroyed our home. I would like compensation for the smoke detector that did not work. I will send it back for you to study if you send mailer. It (smoke detector) cost aprox. \$7.50. "</p> <p>Customer responses to BRK questionnaire indicate "black smoke filled entire house. "</p> <p>"Husband suffered third-degree burns. "</p>
182	Tarquinio, Stanley	08/27/1996	<p>BRK representative noted on SPECIAL HANDLING FORM: "Smoke and flame from burnt popcorn in microwave oven. Smoke filled home. Det. didn't alarm but tested okay."</p>
183	Wanderlich, D. Lynn	08/29/1996	<p>BRK representative noted on SPECIAL HANDLING FORM, "Fire started inside oven during clean cycle."</p> <p>Customer responds to BRK questionnaire stating there were no injuries, "but if I had been asleep, I could have died of smoke inhalation -- it was that bad."</p> <p>Incident was discovered when "I was on the phone, I noticed a little smoke, next thing I knew, I had a houseful of smoke -- had to run out w/ the dog and then come back in and open the windows, run out, come-in, open a few more windows -- etc."</p> <p>Customer letter states, "I hurt from inhaling the smoke for a week. The smoke alarm? -- not a peep."</p> <p>"How about making an alarm that ignores <u>steam</u> and goes off when the whole house is full of smoke?"</p>
184	Roberts, Heather	08/30/1996	<p>BRK representative noted on SPECIAL HANDLING FORM, "Furnice (sic) motor burned up and pumped smoke in the house,</p>

No.	Name	Date of Initial Contact by Customer	Comments
			<p>filling it up with smoke.”</p> <p>Customer responses to BRK questionnaire indicate there was “slight smoke damage.”</p> <p>Incident was discovered when “house filled with smoke while someone happened to be awake.”</p>
185	Reaser, William	09/17/1996	BRK representative noted on SPECIAL HANDLING FORM that cause of smoke was “garbage retractor -- cigarette or hot ash ignited, house filled with smoke. Two detectors did not alarm.”
186	Rogers, Paula	09/30/1996	BRK representative noted on SPECIAL HANDLING FORM, “smoldering smoke in hall. Incense left burning. Thought they put it out before leaving home. House full of smoke. Detector didn’t alarm, but tested okay.”
187	Hanson, Orion	10/15/1996	<p>Customer letter states “Last winter we had a smoke build up in our house from a wood stove. The smoke was two feet thick from the ceiling down. The smoke alarms are on the ceiling. But neither smoke alarm went off. Why?” Customer states that the detectors go off if the humidity builds up in the house or from steam from the bathroom. “If we had a fire we’d be dead before the alarms go off from the heat not from the smoke. What’s wrong?”</p> <p>“We need the smoke alarms as my husband has heart trouble and ended up in the hospital from the smoke.”</p>
188	DiLoreto, Michelle	11/13/1996	<p>Customer letter states “I would like to express my deep displeasure with your product. I recently purchased model 05-51-03 at a local K-Mart store. At first I was please [sic] with the purchase because it came with a battery and it seemed to work great. If I was cooking and making too much smoke it would go off. After only having the smoke detector for four days, it started to make the warning sound for low battery. After <u>four days</u>!!!! I went and bought a new battery to replace that one. Then last week my husband was cooking a large bone in a pot of water on the stove. Unfortunately we both fell asleep on the couch! I woke up about a half hour later to find my entire house filled with thick smoke and the pot on the stove black. The smoke detector did not go off once!! I think that we were extremely fortunate that it was only smoke and not a fire. We take full responsibility for falling asleep with something cooking on the stove, but I feel that I cannot trust any smoke detector again to save our lives.”</p> <p>“I hope that you look into this matter and take it very seriously. The next person this happens to may not be as lucky as we were!!!!!!!!!!”</p>
189	Dengeles, Chris	11/18/1996	Customer letter states, “I am sending this unit back to [sic] with great concern. This unit was purchased in January of 1996 and we

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			<p>recently had an incident in our home where smoke was billowing out of an unattended fireplace. The smoke was so thick you couldn't see the smoke detector, which was mounted strategically above the fireplace. Fortunately for us, an older hard-wired unit (from another manufacturer) sounded from a hallway some distance away."</p> <p>"I am sending this unit back to you with hopes that you will REPLACE it. As I am sure you are well aware, when it comes to smoke detectors functioning properly, most families are not given a second chance. A family of four was recently killed in this area when smoke detector failed to sense a fire in an apartment. I am trying to find out who the manufacturer of that detector was."</p>
190	Horn, Kim Miller	11/20/1996	<p>Customer letter states "I am returning the smoke alarm, per your instruction, that failed to go off."</p> <p>"The alarm was approximately two ft. over and four ft. up from the location of the smoldering fire (chair)."</p>
191	Essen, Mark	12/03/1996	<p>BRK representative noted on SPECIAL HANDLING FORM that cause of smoke was "electrical outlet sparks caught newspaper on fire (smoldered), melted plastic and electrical wires, sofa on fire (smolder)."</p> <p>Customer responses to BRK questionnaire indicate incident was discovered when "We came home, smoke was so thick all through the house we could not see."</p>
192	Brouk, Barbara	12/09/1996	<p>Customer response to BRK questionnaire indicates smoke was generated by "overcooked pot of chili on the stove."</p> <p>"There were smoke damages."</p> <p>"I left the chili to cook while I left the house to pick up my husband from the bus. When we got home the entire house was filled with smoke. There was so much smoke that it was very difficult to breathe and you couldn't see one side of the house from the other."</p>
193	Dennison, Brad	12/13/1996	<p>Customer letter states, "I had a fire in one of my apartment units in September 1996."</p> <p>"The Fire Department was called and they checked the smoke detector and the unit as it had not gone off during the fire. To their surprise it worked on the test. I was surprised and quite concerned that the smoke detector did not sound an alarm during the fire. It was quite a hot fire as the detector cover was partially melted and it was a dirty fire in that it was a grease fire and the detector was covered with black smoke residue."</p> <p>"The smoke detector was one with your label on it. It was a model no. 83R."</p>

No.	Name	Date of Initial Contact by Customer	Comments
			"Could you explain to me how this could happen?"
194	MacNiven, Melinda	12/13/1996	<p>Customer letter states "Please find enclosed one of your smoke detectors recently purchased by myself. I would insist that you do some tests on, as recently we had a fire in our microwave which filled our house with smoke. This detector was installed in our kitchen area. I have had the battery tested and it was found to be in good order. This concerns me as I have three of the same detectors in my home."</p> <p>"I brought [sic] this product as a safeguard for my family and I am deeply concerned that it did not work as it is obviously designed to."</p> <p>"I would be grateful if you could test the enclosed detector and get back to me with any findings."</p> <p>"I have two children in my home and feel very upset that this incident could have occurred. If I had not smelt [sic] the smoke in time this incident could have had a far more serious outcome."</p>
195	Ruedy, Catherine	12/26/1996	<p>Customer letter states "We had a fire in our house on Oct. 7, 1996. The smoke was very black and we needed a professional cleaning crew to come in and clean the whole house."</p> <p>"It damaged my kitchen cubboards [sic], destroyed my range to say the least and my range hood as well as other damage."</p> <p>Customer states detector was "perhaps 15 to 20 feet from where the fire was and it failed to go off. To say we were shocked is to say the least, as this usually goes off whenever I cook and I have to run a fan to stop it."</p> <p>"Altogether, I would guess we suffered \$8,000.00 to \$10,000.00, but are grateful our house still stands and that we are both okay."</p> <p>"We are covered by insurance except for our \$200 deductible. Even my living room and dining room drapes need to be replaced!"</p>
196	Silvers, Norman	12/30/1996	<p>Customer responses to BRK questionnaire indicate smoke was generated by food in microwave. There was damage to the inside of the microwave due to flames. Customer states that smoke did reach the detector. "The kitchen was completely full of smoke."</p> <p>"Smoke entered two other rooms -- and we were alerted by smoke near ceiling in our entry hall."</p>
197	Jyoho, Darrell	01/06/1997	<p>Customer responses to BRK questionnaire indicate a cowboy hat was left on top of a halogen lamp and that is what generated the smoke.</p> <p>There was "smoke damage to halogen lamp around sides. Smoke damage to interior closet where clothes are stored."</p> <p>"The unit responded when tested, but not when I held the hat up to</p>

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			it while smoking.”
198	Drewel, Rhonda	01/13/1997	<p>Customer letter states “enclosed is 1 of the 4 First Alert smoke alarms that were installed in our house to protect my family. The other three were pulled down and thrown away after failing when our home caught on fire December 20, 1996. This one that I am returning was approximately 8-10 ft. from the room on fire (on the ceiling above the door). The whole house was full of smoke when I awoke at approximately 11:30 p.m. Not 1 alarm sounded. I was shocked, as they go off so easily when cooking. Thankfully our home was saved except for smoke damage. The following evening I seen (sic) on the news where a family <u>lost</u> their home due to fire. Their alarms never worked either. The dog barking woke them. How sad.</p> <p>Smoke alarms are a good thing. <u>“If they work when needed.”</u> Maybe there is a flaw in the design.”</p>
199	McCabe, Jim	01/17/1997	<p>Customer letter states, that customer purchased two First Alert smoke and fire detectors. “On Christmas day we had a smoke condition while cooking a ham. The smoke was heavy (no fire) and I noticed that the smoke detector did not sound off. The next day I bought a battery and after installing it the smoke detector did not work.”</p>
200	Hunter, Shirley	01/28/1997	<p>Customer responses to BRK questionnaire states that smoke was generated by “pan on stove containing smoked ham hocks boiled dry.”</p> <p>Customer states there was smoke damage “to the walls and drapes”.</p> <p>Incident was discovered when the customer “woke up coughing and when finally alert realized that I couldn’t see. The house was filled with smoke.”</p>
201	Masterson, Lynn	01/28/1997	<p>BRK representative noted on SPECIAL HANDLING FORM “motor of pellet stove went out and smoke exhausted in home instead of out. House filled with smoke. Detector didn’t alarm but tested afterwards.”</p>
202	Fox, Judy	02/03/1997	<p>Customer response to BRK questionnaire states that TV was on fire. “Our dog awoke us. Our dog was our ‘first alert.’”</p>
203	Forsy, Lisa	02/11/1997	<p>Customer letter states “when we started our first fire in the fireplace this past week, we forgot to open the damper and the house was filled with smoke. Two of our three detectors went off but the one enclosed in this package did not. This was the smoke detector located closest to the fireplace.”</p> <p>“I am very thankful that we were at the house and that there was no true danger to my family. I am concerned that this new smoke</p>

No.	Name	Date of Initial Contact by Customer	Comments
			detector in our home did not work properly. Please have someone in your service department determine if the problem can be fixed and let me know.”
204	Rabe, Larry	02/11/1997	<p>Customer letter states “to whom it may concern;</p> <p>I am returning one of your smoke detectors to you for you to take a look at.</p> <p>I left the house the other day and left a pot of beans on to boil and I forgot them. When I got home our home was filled with smoke. Heavy smoke!”</p> <p>“After clearing out the smoke I assumed that the battery had gone dead and that is why it was not sounding off. So I pushed the button to check it and was surprised to find out that the alarm sounded off. I took it over to my neighbors and had them blow cigarette smoke into it and although slow to respond it did sound off. Then I took to over to their fireplace and had them open it up so that both heat and smoke could come out and I held this detector right in smoke and heat and again it did <u>not</u> sound off.</p> <p>I do not want this detector back. I am just sending it back so you can try it and maybe send me an explanation as to why it was not going off when my house was still filled with <u>heavy</u> smoke. I am concerned about trusting one of this [sic] detectors in the future.”</p>
205	Hossom, Carol	02/17/1997	<p>Customer responses to BRK questionnaire indicates smoke was generated by rubber and plastic nipples/baby bottle parts. “Water ran out and rubber and plastic melted and burnt pan.” Customer states “since I was pregnant and inhaled the toxic smoke for at least ½ hr. I went to emergency room. I had blood gas screening.”</p> <p>Detector tested during and after incident. “When manually triggered it worked, but not to a room full of smoke!?”</p>
206	Brooks, Margaret	02/26/1997	<p>Customer response to BRK questionnaire indicates incident was discovered when house filled with smoke from fireplace. “You couldn’t see the detector at all. It was surrounded by smoke then smoke traveled upstairs.”</p> <p>“With the new detector in place, we started a fire with the flu shut to see if the detector you sent us worked. The same thing happened with it as the one we sent back. The detector was surrounded by smoke and it did not go off.”</p>
207	Hegner, Fred	03/05/1997	<p>BRK representative noted on SPECIAL HANDLING FORM “candle on stove with scented pot pourri. Pot pourri (sic) caught fire. Daughter fell asleep. Child woke her up. Room filled with smoke.”</p>
208	Jones, James C.	03/24/1997	<p>Customer letter states that she had a grease fire in her kitchen, “The</p>

No.	Name	Date of Initial Contact by Customer	Comments
	and Dianne		fire was subdued, but there was smoke everywhere. My daughter came from upstairs and said there was smoke everywhere. I did not physically see the smoke in the smoke detector which is located right outside the kitchen . . . there was so much smoke, I never saw the ceiling.”
209	Croom. William	04/01/1997	Customer had a grease fire in the kitchen. A/M Call Processing form states “When a fire department arrived put out fire re-tested unit. Took couple of times to respond.” Customer has since tested the detector six more times and only the 6th time did it respond. Customer response to the BRK questionnaire indicates that smoke did reach the detector “but it did not respond. <u>May I please add that the house was filled</u> with smoke and it did not go off. The fire dept. asked if we even have one.”
210	Kopec. Mary	04/05/1997	Customer note states, “the smoke detector did not function during a very heavy smoke condition. The smoke was from a pellet wood stove malfunction. Luckily there was a light sleeping adult who woke and sounded the alarm—the detector did alarm to steam from the boiler just prior to incident.”
211	Carini, Stephen	04/07/1997	Customer responses to BRK questionnaire indicate that smoke was generated from a washing machine. Customer had “sore throat due to smoke inhalation.” Customer Service Management form “washing machine caught fire, filling entire bsmt with smoke . . . no real damages as Mr. was able to extinguish it . . . tested FD afterwards and it worked.”
212	Cauthorne-Burnette. T.D. The Foxmount Co.	04/14/1997	Customer letter states “enclosed, please find a First Alert smoke detector which was purchased less than six months ago. We had a recent fire in our basement and the detector did not initiate a signal. The battery was found to be operational but the smoke detector will not test adequately. Please send a replacement or repair.”
213	Hart, Dick	04/21/1997	Customer response to BRK questionnaire indicates smoke was generated by burnt pizza in the oven. Customer states there was smoke damage. Injuries were described as “chest pains, hard to breathe, headache.” Incident was discovered when customer woke up.
214	Thieret, Curtis	04/29/1997	Customer letter states “On Saturday evening I was sitting in the kitchen on the first floor of my home and smelled smoke. Upon checking the first floor and finding nothing wrong, I went to the cellar to check and found it filled with smoke, due to a sump pump that had burned up. The smoke detector had not sounded. I pushed the test button, and it beeped. I also held a match under it and it beeped. Why didn’t the smoke set it off? If I smelled smoke on the

No.	Name	Date of Initial Contact by Customer	Comments
			first floor, I thought the detector in the basement should have sounded.”
215	White, Roland	04/29/1997	<p>Customer letter states, “Recently something on the stove burned filling a couple rooms with smoke including the one with your smoke alarm. It never went off. If the test button is pushed, it goes off. Needless to say, I think something could have caught on fire before your alarm went off; if it would have gone off even then, I don’t know.</p> <p>Realizing I had not likely been protected all this time concerned me enough I started to box up the unit and sent it to UL Laboratories and ask them why their approval was on this unit.</p> <p>I decided to write you first in case the unit is defective. If you care to replace it at no cost to me, that will be find (sic). I will not return this one, should you want it back, until I have one I am satisfied with.</p> <p>I can buy another brand easier than I can go to all this trouble, but I am very concerned that I was not protected and could have had a serious problem should I not have discovered a lot of smoke was not setting your alarm off. (What if there had been some kind of fire while I was asleep or if I had been out of the room more than a minute or two and a problem occurred?)”</p>
216	VanKirk, Hollie	04/30/1997	<p>Customer letter states, “Thank you for sending the replacement smoke detector. I called because the one I had went off with the odor of food cooking, and failed to go off when our wood furnace blocked and caused the house to fill with smoke.</p> <p>When I spoke to the representative (Tim ?), he said that my detector was in the direct air flow line while cooking. When I said about the detector not going off when the house was full of smoke, he said either there wasn’t enough smoke to make the alarm sound or it was in a dead air space. The house was thick with smoke and the alarm was sounding on the second floor which had very little smoke. The fire department check (sic) the detector to see if the battery was okay and with the test button it worked. When I asked how the detector can be both in the direct air flow line and a dead air space, the representative said he wasn’t going to argue with me. He said he would test the detector and he knew nothing would be wrong with it. That comment made me mad because you buy smoke detector to protect your family not just to say you have one.”</p>
217	Tillotson, Andrea	06/02/1997	<p>A/M Call Processing form indicates customer had grease fire in her kitchen. “Flames went down side of wall and onto refrigerator and into fan.”</p> <p>“2 detectors did not alarm, 1 did.”</p>

No.	Name	Date of Initial Contact by Customer	Comments
			Customer returned two detectors that BRK had sent to her. Handwritten note in file states, "She doesn't want our product."
218	Keeney, Kathy	06/27/1997	BRK representative noted on A/M Call Processing form that smoke was due to cooking. Roast was cooking on the stove "and room filled with smoke." Customer is upset that 2 detectors didn't alarm but tested afterwards. One detector was located in kitchen 8 feet from the stove. The other was 20 feet away in a hallway.
219	Fletcher, David	06/30/1997	BRK representative noted on SPECIAL HANDLING FORM that cause of smoke was "burnt toast. Room filled with smoke. Tested okay afterwards. Burned toast next day again to test unit and it didn't alarm."
220	Fulcher, Tim	06/30/1997	Customer responses to BRK questionnaire indicates smoke was generated from fire on the stove. There was approximately \$10,000 of damage "including clean up due to extensive smoke damage." Incident was discovered when customer's "wife came home and the house was full of smoke."
221	Gaffney, Tom	07/14/1997	Customer responses to BRK questionnaire indicates smoke was generated by fire on roof overhang. "When the test button is pushed, "the detector still works. Red light blinks also. But did not work at all and house was completely engulfed in smoke." Smoke did reach the detector. "Fire department stayed three hours getting smoke out of house." Westfield Fire Department, Incident Response Report states, "Used positive pressure fan to remove moderate smoke condition from all floors." "Occupant Mrs. Aude Gaffney who has respiratory condition was removed from the dwelling by police and given oxygen in police vehicle."
222	Dake, Linda	07/21/1997	Customer letter states, "This unit did not go off in a smoke filled house. According to your manual it was mounted properly and dense smoke was in the area in which it was located."
223	Bourland, Teri	07/23/1997	BRK representative noted on SPECIAL HANDLING FORM that cause of smoke was "electrical fire under mobile home. Heavy smoke and detectors did not alarm."
224	Brandenburg, Ann	07/25/1997	BRK representative noted on SPECIAL HANDLING FORM that cause of smoke was "left hamburgers on stove and left room. Room filled with smoke. Detector did not alarm. Tested okay after. She also felt one near bedroom should have gone off."