

Quell QPI Dual Sensor Smoke Alarm Recall Frequently Asked Questions

(Australia)

Q: Why is Quell recalling products?

A: As consumer safety is our priority, we are issuing a recall of a dual sensor (photoelectric and ionization) smoke alarm model.

A yellow protective cap may have been left on one of the two smoke sensors inside affected products during the manufacturing process. If present, it compromises the smoke alarm's ability to detect smoke. The issue may affect dual sensor smoke alarms manufactured during the 13-month period between 10 September 2016 and 13 October 2017.

Quell will replace all affected units for consumers free of charge. In Australia, the unit is no longer sold and will be replaced with a Worry Free Photoelectric Smoke Alarm with a 10 Year Battery; in New Zealand, it will be replaced with the same model.

Q: Which smoke alarms are being recalled?

A: This recall involves one model of Quell Dual Sensor (photoelectric and ionization) Smoke Alarms – the QPI9010 (Part Number 130417) (DC/battery powered).

Q: How can I find out if my smoke alarm is included in the recall?

A: Australian consumers should visit us online at www.quell.com and click on "Product Safety Recall" for detailed instructions on how to identify if their alarm is affected by the recall, how to receive an unaffected replacement unit free of charge, as well as other information. Or, consumers can contact Quell toll-free at 1800 654 435 from 8:30 a.m. to 5 p.m. AEST Monday through Friday, or e-mail us at quell-recall@chubb.com.au.

If you are in New Zealand, please contact us toll free at 0800 248 220 (8.00 to 16.30 NZST, Monday to Friday) or e-mail us at sales@chubb.co.nz.

Q: How do I get a replacement?

A: Australian consumers should visit us online at www.quell.com.au and click on "Product Safety Recall" for detailed instructions on how to identify if their alarm is affected by the recall. Alternatively, consumers can call us toll-free at 1800 654 435 from 8:30 a.m. to 5 p.m. AEST Monday through Friday, or e-mail us at quell-recall@chubb.com.au.

If you are in New Zealand, please contact us toll free at 0800 248 220 (8.00 to 16.30 NZST, Monday to Friday) or e-mail us at sales@chubb.co.nz.

Approved replacements will be shipped within approximately 10 to 15 business days from your inquiry. Please keep your affected smoke alarm installed until the replacement

arrives and has been installed. Once your replacement unit is installed, please return the affected smoke alarm to us using the prepaid courier bag provided.

Q: Do I need a receipt? How do I demonstrate my eligibility for a replacement?

A: No proof of purchase is required; however, we do need to collect information from the back of the unit. Please be prepared to confirm the model number and supply the date of manufacture. This data can be found on the back of the unit – please refer to our Identification Guide for help on how to do this.

We are also asking consumers to submit a photo of the unit for verification – please follow the below photo guidelines:

- a. Place your alarm rear side up, with the product label facing the camera, on a neutral background.
- b. Center your alarm in the photo.
- c. Write your name and address on a sheet of paper next to your alarm
- d. Remove all other objects from view
- e. Take a clear, well-lit picture.
- f. Now turn your alarm on its side, so that the yellow cap visible through the opening.
- g. Take a clear, well-lit picture.
- h. Email pictures with file name/with email name to the following address: quell-recall@chubb.com.au (or sales@chubb.co.nz if you are in New Zealand)

You will be notified by email once your submission has been reviewed. If your smoke alarm is impacted by the recall, a replacement will be sent to you with a prepaid courier bag for return of the affected unit.

If you submit a photo for verification and it is determined that you do not have an affected smoke alarm, you will receive an email informing you that your alarm is not impacted by this recall.

If you do not have the ability to e-mail us pictures, please let us know and we will work with you on an alternative verification method.

Regardless, you should immediately reinstall the smoke alarm until you receive further instruction.

Q: If I have an affected unit, what should I do with it?

A: Please reinstall any affected alarm until your replacement unit arrives and has been installed. Once the replacement unit is installed, you can return the affected smoke alarm to us using the prepaid courier bag provided.