



PRODUCT SERVICES

QUALITY ALERT

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GE SuperDuct Smoke Detectors

ADT has received notification from GE Security that their SuperDuct Smoke Detectors are generating false alarms and trouble signals when excessive condensation from unconditioned outside air enters the unit. SuperDuct Smoke Detectors that are not installed in unconditioned outside air entrances are not affected. GE Security engineering is working on a solution to this issue and will publish a quality alert when it is available.

Affected SuperDuct Models

- **SIGA-SD** Intelligent SuperDuct Smoke Detector, equipped with a Signature Series photoelectric sensor.
- **SD-2W** Conventional SuperDuct Smoke Detector, 2-Wire.

What to Do

1. SuperDuct Smoke Detectors that experienced false alarms and trouble signals caused by excessive condensation will need to be replaced with a different smoke detector model as indicated in the table below.

Affected Model	Replacement Model
SIGA-SD	SIGA-DH Intelligent Duct Smoke Detector Housing
SD-2W	6260A-CU Housing and EC30DU-3 Detector

2. Return affected SuperDuct Smoke Detectors to manufacturer for credit using the standard RMA procedure. Use the link below to access the RMA form:

<http://insideadt.com/main/it/bizservices/documentation/docs/returningitemstovendors.pdf>

3. For all new installations, do not install SIGA-SD or SD-2W SuperDuct Smoke Detectors **at unconditioned outside air entrances** that have excessive condensation. Use replacement model smoke detectors.

For any questions concerning this document call GE Technical Support at (800) 655-4497 or e-mail at est.techsupport@ge.com

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