

## Frequently Asked Questions

### **Q: Why is Kidde recalling products?**

**A:** We are recalling certain Kidde fire extinguishers due to a potential safety issue. As consumer safety is our priority, we are working with the U.S. Consumer Product Safety Commission (CPSC) and Health Canada to notify customers with instructions for returning the affected models and how to replace them with different, unaffected models.

### **Q: How can I find out if my fire extinguisher is included in the recall?**

**A:** Please contact us at (855) 233-2882 between 8:30 a.m. and 5 p.m. EST Monday-Friday (excluding holidays), or between 9 a.m. and 3 p.m. during the weekend to determine whether your extinguishers are affected. Alternatively, detailed information about which products are included is available below.

### **Q: How do I get a replacement?**

**A:** Please contact us at (855) 233-2882 between 8:30 a.m. and 5 p.m. EST Monday-Friday (excluding holidays), or between 9 a.m. and 3 p.m. during the weekend to determine whether your extinguishers are affected

If it is determined that you do have an affected fire extinguisher, a replacement will be shipped within approximately 10 to 15 business days from this call. Please keep your affected unit until the replacement arrives.

Please note, if your model is used with a personal watercraft, Kidde does not currently have an exact replacement for it, but is prepared to offer you a replacement extinguisher which is both US Coast Guard rated, and is similar in size. While it may not fit in the same location as the extinguisher that you currently have, there may be another space on your watercraft in which you can store this extinguisher.

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

**A:** No proof of purchase is required. Please supply the model number, year of manufacture, the unit's date code and serial number. Additional information may also be requested. You can find the model number and serial number on the unit's label.

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

**A:** Please retain your existing extinguisher(s) until your replacement(s) has been received. Upon receipt of your new fire extinguisher(s) you will find instructions for returning the recalled unit(s).

### **Q: Which fire extinguishers are being recalled?**

**A:** This recall involves two styles of Kidde fire extinguishers: plastic handle fire extinguishers and push-button Pindicator fire extinguishers.

**Plastic handle fire extinguishers:** The recall involves 23 models of Kidde fire extinguishers manufactured between January 1, 1973, and August 15, 2017, including some models that were previously recalled in [March 2009](#) and in [February 2015](#). The extinguishers were sold in red, white and silver, and are either ABC- or BC-rated. Models are as follows:

<b>Plastic handle models produced between January 1, 1973 and October 25, 2015</b>		
46-0004-4	Fire Away 1A10BC French	Fuller Canada TPS-1 1A10BC

46-0066-6	Fire Away 2A40BC French	Fuller Canada TPS-2 2A40BC
E 340	Fire Away Canada F-10 10BC	FX210R
E-340-3	Fire Away Canada F-110 1A10BC	Kidde Canada TPS-1 2A10BC
Fire Away 10BC French	Fire Away Canada F-240 2A40BC	Kidde Canada TPS-1 2A40BC

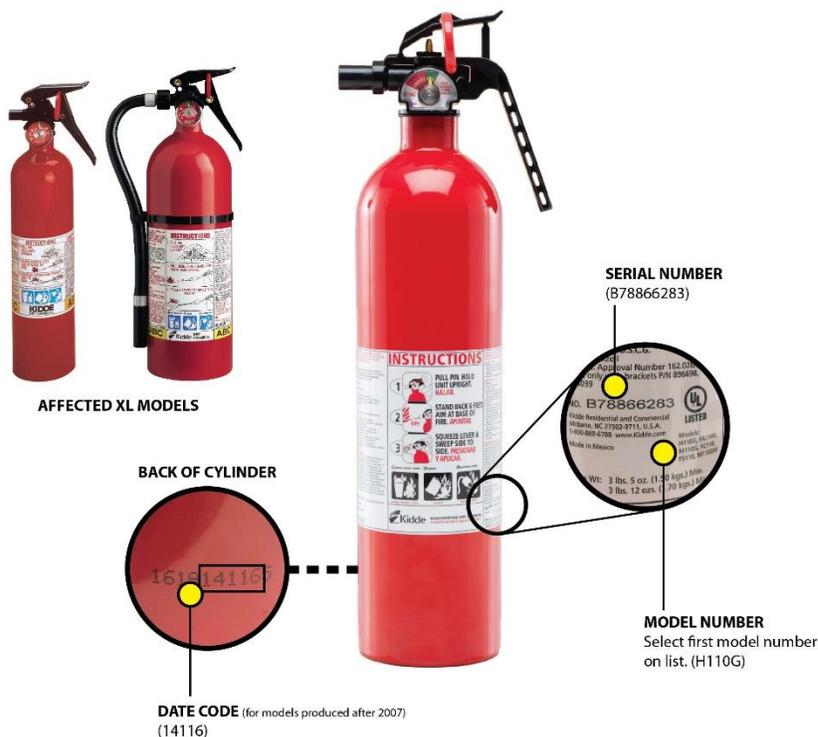
<b>Plastic handle models with date codes between January 2, 2012 and August 15, 2017</b>		
46-0092-2	E10H	FULL HOME 110
BC5GD	E110	M5C
E10	E5	

**Push-button Pindicator fire extinguishers:** The recall involves six models of Kidde fire extinguishers manufactured from August 11, 1995, through September 22, 2017. The no-gauge push-button extinguishers were sold in white and red and with a red or black nozzle. These models were sold primarily for kitchen and personal water craft applications. Models are as follows:

<b>Push-button Pindicator models produced between August 11, 1995 and September 22, 2017</b>		
210D ULC	FF 210D AUTO	M5P
AUTO 5FX	KK2	M5PM

**Photos:**

*Kidde plastic handle disposable fire extinguisher*



*Kidde push-button Pindicator fire extinguishers*

