***FORM OF END USER CUSTOMER NOTIFICATION***

*Note – The following letter is being provided to dealer partners of Tyco Fire Products for use in communicating with end user customers about the product safety issue described below. Please be advised that (i) Tyco Fire Products is not providing legal advice, (ii) it is your responsibility to comply with local fire codes and other applicable regulatory requirements, and (iii) you should consult with legal, regulatory and other advisors as appropriate.*

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**Subject line:** Autocall Product Safety Issue

**Send Date:** [TBD]

**To:** End User Customers of Autocall Channel Partners

**From:** [Insert Partner Name]

Dear Valued Customer,

Tyco Fire Products, the manufacturer of Autocall fire detection systems and products, recently made us aware of an issue that potentially impacts certain fire alarm system Notification Appliances, such as sounders, horns and visual strobes. Our records indicate that you may have affected Notification Appliances installed at your site, and we are contacting you to apprise you of the issue and the steps that we and Tyco Fire Products are taking to address it.

Specifically, Autocall branded TrueAlert ES Addressable Notification Appliances (including sounders, horns and visual strobes) manufactured on or after January 19, 2021 (for Xenon type Notification Appliances) and on or after August 19, 2021 (for LED type Notification Appliances) contain a firmware issue that could result in a failure to alarm visually and/or with sound after a period of regular operation of 11 months or longer (“Impacted Notification Appliances”). Some but not all Impacted Notification Appliances with speakers may then “chirp.” Any occupants in proximity to such Impacted Notification Appliances would need to be notified of an alarm in another manner, whether by other Notification Appliances in adjacent areas or through other means.

Initiating devices such as smoke sensors and heat sensors are not affected and will alert the control panel of a fire event, which then enables the control panel to alert Central Station Monitoring as required. The control panel will display any fire event visually, and unaffected Notification Appliances will operate as designed. Fire suppression systems such as sprinklers are not affected.

Tyco Fire Products has performed advanced testing and implemented a remedy for the firmware issue. The issue is resolved through a firmware update to the control panel power supply and may include the replacement of some Impacted Notification Appliances.

We will be contacting you directly to schedule a visit to your site to address the issue.

If you have any questions, please contact [Insert Partner Name] at [Insert Contact Details].

Thank you,

[Insert Company Name]