



25 February 2020

Dear Valued Customer

Sentech Micro Alarm – Low Battery Alarm Issue

We have received information from some customers who have noted that their installed SK-20NZ Micro Smoke Alarm has demonstrated a low battery warning earlier than the expected life span of the product.

The reported issue varies from customer to customer, however at this stage is isolated to product sold between 2017 – 2018, with a recommended replacement year by 2028 or less.

The recommended replacement year can be found printed on the back of your smoke alarm, see below example.



If you have a Sentech SK-20NZ Smoke Alarm installed which has started to sound the low battery warning, please check the back of your alarm for the recommended replacement date.

If the replacement date printed is 2028 or less, please contact us via <https://www.sentech.co.nz/contact-sentech/> or call 0800 288 423 so we may provide details of how to have your alarm replaced.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Phil Elliott".

Phil Elliott
CEO