

New Cosmos USA Voluntarily Recalls Combination Natural Gas and Carbon Monoxide Alarms Model DD622NCV

Voluntary Recall Summary

Name of Product: DeNova Detect Brand
Combination Natural Gas and Carbon Monoxide
Alarms model **DD622NCV**

The DeNova Detect brand combination Natural Gas and Carbon Monoxide alarm model **DD622NCV** will detect Natural Gas and Carbon Monoxide leaks that reach the alarm thresholds 100% of the time, therefore the user is always initially protected. The combination alarm also provides voice alerts in English & Spanish with instructions to exit the location and call 911, in addition to the loud 85dB alarm horn.

Hazard: After alerting consumers to the presence of natural gas or carbon monoxide, the recalled alarm may go into sleep mode when the alert lasts less than 4 minutes. During this time, the alarm may fail to detect and alert consumers to a new incidence of natural gas or carbon monoxide.

There is only a 10% chance the combination alarm may go into sleep mode for 1-hour. If the combination gas alarm does enter sleep mode, it automatically returns to normal operation after 1-hour. Important Note: The 1-hour sleep mode will not occur if the combination gas alarm remains in alarm mode for more than 4 minutes. The combination gas alarm can also be manually reset during this 1-hour period by pressing the test button, or by removing and reinstalling the batteries.

Important: Consumers should continue using the recalled alarm until they install the replacement alarm. Once they receive the replacement alarm, consumers should return the recalled alarm in the provided prepaid shipping package within 30 days.

Recall Details

Alarms Manufactured: 26,360

Alarms Sold to be Recovered: About 1,817

Description: This recall involves the DeNova Detect brand combination natural gas and carbon monoxide alarm with model number **DD622NCV**.

Distributor: New Cosmos USA Inc., of Lisle, Illinois

Manufactured in: Japan

Remedy

Replacement: To register for a replacement combination alarm call DeNova Detect toll free Monday – Friday from 7am – 7pm at **888.447.6016**. Or go to denovadetect.com to complete the Product Registration Form.

Incidents/Injuries: None reported



**Natural Gas +
CO Alarm**

Model
DD622NCV

Continued

RECALL

Release Date: November 14, 2024
CPSC Recall: #25-045

DeNova Detect®
Smarter Gas Leak Safety

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How to Identify Model DD622NCV

DeNova Detect, Natural Gas + Carbon Monoxide is printed on the front of the alarm.

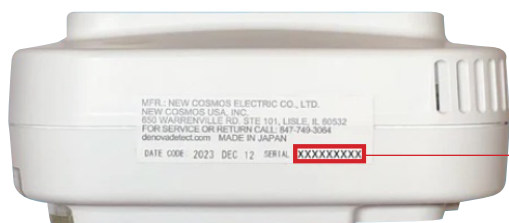


The model number is on the top side of the alarm.



Location of **Model Number of Alarm**

The serial number is on the right side of the alarm.



Location of **Serial Number of Alarm**

Sold at:

Limited number of Lowe's stores and online at **Amazon.com**, **Lowe's.com**, **Denovadetect.com** from December 2023 through July 2024 for between \$90 to \$102.

Questions?

Call New Cosmos toll-free at **888.447.6016** from 7 a.m. to 7 p.m. ET Monday through Friday, or email safety@denovadetect.com