



Product Safety Recall



Do you own this product?

Moen Incorporated — Flo Smart Water Monitor lithium-ion battery backup. Model number 920-001

An optional battery backup accessory for the Flo Smart Water Monitor and Shutoff. The product extends features in the event of a power disruption.

Only the battery backup is being recalled. The Flo Smart Water Monitor and Shutoff itself is not being recalled and can continue to be used.

Model number 920-001 is printed on the front sticker of the battery.

Dates sold: 1 September 2020 to 31 May 2023



Why the product is recalled: The battery can overheat and catch fire.

Hazard: There is a risk of serious injury and/or damage to property if the backup battery overheats and catches fire.

Consumers should immediately unplug and stop using their recalled battery backup, and contact Moen for instructions to disable their battery backup before disposing of the unit.



Moen will provide a refund upon verification of proof of purchase/receipt, and confirmation that the battery backup has been disconnected. If you no longer have your product's proof of purchase/receipt, please contact Moen to be provided a refund.

The battery must be disposed of in accordance with your local [requirements for disposing of lithium batteries](#). Do not throw the battery in the rubbish, home recycling, or recycling boxes found at retail and home improvement stores, as this is a fire hazard.



For further information, contact Moen by phone 02 8458 3035 or visit the [website](#).



Purchased from: Flo Smart Water Technologies Pty Ltd trading as Water Secure Co (this entity is not a related entity of Moen Incorporated or Flo Technologies)

PRA 2023/19857

See [productsafety.gov.au](https://www.productsafety.gov.au) for
Australian product recall information