



FAQ: Shipment Hold Notification

System Sensor L-Series AV Notification Appliances: Speakers and Speaker Strobes (Wall and Ceiling)

Q: What is the area of concern?

System Sensor has received concerns from customers regarding product installation of specific L-Series AV notification appliances and has placed a temporary hold on speakers and speaker strobes (wall and ceiling) to explore the potential areas of concern.

Q: Is this a life safety concern?

At this point, we are investigating site installation concerns. We have expedited our investigation and will notify you of our findings when complete.

Q: Are you still taking orders?

Yes, we are still taking orders as we investigate some installation concerns expressed by a few of our customers. Once the product is off hold, it will be shipped in the order received.

Q: How long do you expect the product hold to last?

We're expediting our investigation and as soon as we complete it, we'll update you with new information.

Q: Is there going to be a product recall?

We're conducting an investigation of concerns expressed by some of our customers regarding the installation process.

Q: If I am not having issues can I continue to install the product?

If you are not having installation issues and the appropriate installation steps are being taken including the steps outlined in the product manuals and Important Assembly Information (I56-6556-001) document, the product can continue to be installed. The product hold is in place out of an abundance of caution and actions are being taken to expedite release of the product and to ensure minimal disruption for our customers.

[Important Assembly Information \(I56-6556-001\)](#)

[Manual: Speakers](#)

[Manual: Speaker Strobes](#)

Q: Were there any failures in the field?

We understand that certain customers have had difficulties with specific installations that required re-work in the field in the installation process. On that basis, we determined to conduct the hold on specific speakers and speaker strobes (wall and ceiling) while we investigate the concerns. At this point, we're conducting an investigation into the installation concerns of a few customers. We take those concerns very seriously.

Q: Are you offering an alternative product/solution?

During the product hold, we suggest you refer to the UL Device Compatibility Document of the Fire Alarm Control Panel for compatible substitute devices that can be installed with your fire alarm system. Our Technical Service Team can help with this process.

Q: When can I expect my order that was previously placed?

We appreciate your patience as we continue to investigate the issue. Once we determine a remedy, we'll ship your order in the order it was received. For any questions related to your order, please contact your Customer Service Representative.

Q: Is there any workaround for this issue in the interim?

Please contact our Technical Service Team if you have a specific issue with an installation and would like to discuss the installation. For important installation assembly information, please refer to the Important Assembly Information (I56-6556-001) document on page 1 for additional installation guidelines and assembly procedures.

Q: Why was the base changed?

Based on customer feedback, the design intent was to be able to better accommodate offset or crooked back boxes. Based on the customer concerns regarding field installations we are taking a deeper look at the installation concerns.

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Q: What about other products, like horn strobes and strobes?

We are always looking to improve our products. We recommend that you make sure the mounting bracket is flush and not distorted in order to make a secure connection.

Contact our Technical Service team if you need any support. **System Sensor (US):** 800-736-7672, option #2; [Email](#)

Products in the L-Series on hold include speakers and speaker strobes (wall and ceiling), see models below.

US/Global

Part Numbers
SPRL
SPWL
SPCRL
SPCWL
SPSRL
SPSWL
SPSWL-ALERT
SPSRL-P
SPSWL-P
SPSRL-SP
SPSWL-CLR-ALERT
SPSCRL
SPSCWL
SPSCWL-P
SPSCWL-SP
SPSCWL-CLR-ALERT

Canada

Bilingual	French	English
SPRLA	SPRLA-F	SPRLA-E
SPWLA	SPWLA-F	SPWLA-E
SPCRLA	SPCRLA-F	SPCRLA-E
SPCWLA	SPCWLA-F	SPCWLA-E
SPSRLA	SPSRLA-F	SPSRLA-E
SPSWLA	SPSWLA-F	SPSWLA-E
SPSRLA-P	N/A	N/A
SPSWLA-P	N/A	N/A
SPSWL-ALERT	N/A	N/A
SPSWL-CLR-ALERT	N/A	N/A
SPSCRLA	SPSCRLA-F	SPSCRLA-E
SPSCRLA-T	SPSCRLA-TF	SPSCRLA-TE
SPSCWLA	SPSCWLA-F	SPSCWLA-E
SPSCWLA-T	SPSCWLA-TF	SPSCWLA-TE
SPSCWLA-P	N/A	N/A
SPSCWLA-TP	N/A	N/A
SPSCWL-CLR-ALERT	N/A	N/A