Honeywell

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To: All Engineered System Distributors (ESD)

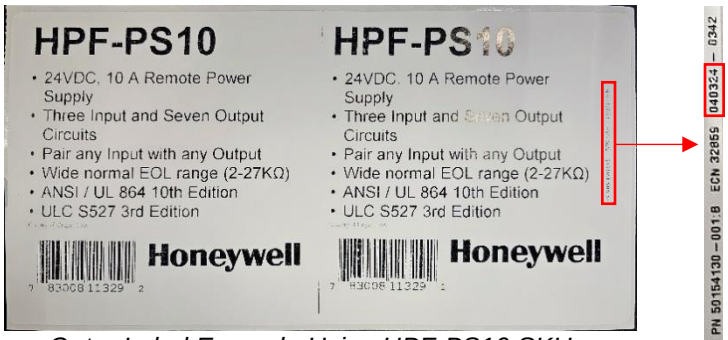
HPF-PS Series
New Firmware Release Version 2.1.2

Honeywell announces the new firmware release 2.1.2 for HPF-PS series remote power supplies developed to address recently identified charger issues. Although the identified intermittent condition does not affect the functionality of the battery charger or the output, there is a potential that the supervision exhibits a battery charger fault on the power supply. Current data shows a low incidence rate of failure in date code range 5123 (51st week of 2023) to 1024 (10th week of 2024), with out-of-the-box issues observed a few minutes after the first power-up.

New HPF-PS series units assembled from date code 1324 (13th week of 2024 - starting 03/25/24) and after will include this product enhancement. The week of manufacturing can be easily identified on your unit by a label on the board mentioning the firmware release #PWRSTRKV2.1.x followed by a 4-digit WWYY format print. The actual date and hour of manufacturing can be easily identified by the MMDDYY - HHMM on the product label outside the box.



Board Label Example



Outer Label Example Using HPF-PS10 SKU

If you have an HPF-PS Series Power Supply within the date code range exhibiting this issue, please follow the standard RMA process for replacement/credit by contacting technical support and referencing this bulletin.

Learn more about the features of PS Series - Remote Power Supplies by taking our free training course content online on myHBU (https://myhoneywellbuildingsuniversity.com/).

Thank you for your continued support.

Sincerely,

Rafael Trindade
Offering Manager
UL LSS - Fire Power Supplies