Please read

Gent Technical Bulletin: 10250

17 Feb 2026

We would like to share with you the latest technical update from Gent.

Please visit the GentExpert website for a full list of technical bulletins and further technical information and downloads.

Product Parts affected:

Self-Test Devices:

S4T-720
S4T-710
S4T-711
S4T-780-S
S4T-770-S
S4T-771-S
S4T-711-V
S4T-711-VAD-HPR
S4T-720-V-VAD-HPR
S4T-711-V-VAD-HPR
S4TB-711-V-VAD-HPR

Overview

Gent has received a number of reports from customers regarding Self-Test failures displayed in the CLSS App. In these cases, the initial Self-Test may report a failure, while a repeated test immediately afterwards typically passes.

Root Cause

Investigations have identified that some units were produced with higher than intended wax content on the coil within the Self-Test module. Excess wax can reduce the thermal energy needed to generate sufficient aerosol for the Self-Test threshold. A subsequent test may pass because the coil remains warm.

This variation:

- Is limited to **specific manufacturing batches**,
- **May appear early in product use,** even if not present at installation.

This has no impact on life safety sensing performance; only the Self-Test function is affected.

Mitigation:

Firmware version **V4.58** has been released to accommodate variation in wax content and improve Self-Test reliability.

- The firmware update is not mandatory for all systems using Self-Test devices.
- It is recommended for systems which have had devices fail on more than one attempt.
- Systems not exhibiting Self-Test failures do not require any action.

Manual functional testing of the device remains fully valid and compliant at all times.

Customer Action:

When to Apply the Firmware Update

Customers should arrange a firmware update to V4.58 **only if they experience repeated Self-Test failures** (defined as more than one failure event).

Who Can Perform the Update

- The update can be performed by **any trained Gent fire technician**.
- The technician must have the standard **Gent VigInSite Tool** (Tokens can be obtained from Sales support Team)

How It Is Deployed

- Firmware is deployed using the standard Gent commissioning process.
- **No physical hardware replacement** is required.
- No safety or compliance risk exists if the Self-Test fails; manual testing remains a fully compliant way to test detectors.

Further Support

For additional technical assistance, please contact:

Gent Technical Support
Tel: +44 (0)203 409 1779 (Option 2)
Email: Technical.services@honeywell.com

If a unit cannot be corrected with the update, it can be handled under the standard returns process.

Disclaimer

This Technical Bulletin is provided for informational purposes to support optimal device

performance. It does not constitute a safety notice or recall. Customers remain responsible for ensuring that firmware updates are performed by trained Gent technicians in accordance with applicable installation standards and local regulations

Download bulletin as a pdf.

If you have any questions, please contact our Technical Support team to discuss this further on **0203 409 1779** option 2 or email: **Technical.Services@honeywell.com**

© 2026 Honeywell International

This is a service message from Honeywell.

Honeywell, Building 5 Carlton Park, King Edward Avenue, Narborough, Leicester, LE19 0AL, UK

Terms & Conditions Privacy Statement Contact Us