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NOTIFIER has been informed of a potential issue with the System Sensor FAAST (Fire Alarm Aspirating Sensing Technology) 8100 series aspirating smoke detectors. The accompanying System Sensor Technical Field Bulletin provides the details.

The following System Sensor FAAST 8100 series models offered by NOTIFIER may be affected:

- 8100 Conventional Fire Alarm Aspirating Sensing Technology, UL listed
- 8100A Conventional Fire Alarm Aspirating Sensing Technology, ULC listed

Please review the System Sensor Field Bulletin for specific details on the issue and the recommended corrective actions; the bulletin also includes information on the new 'Isolate Mode'.

Please contact System Sensor Technical Support at 1-800-SENSOR2 if you have any questions pertaining to this notice.

Sincerely,

Daniel Corbett
Product Manager, NOTIFIER

Technical Field Bulletin

Issued: December 10, 2012

Summary of issue: FAAST Ethernet Connection & Isolate Mode Upgrade
Level of urgency: Medium
Model numbers: 8100, 8100A, 8100HA, 8100E
Manufactured date range: Device firmware version 3 and prior

You are receiving this bulletin because you have purchased the FAAST 8100 series aspirating smoke detector manufactured by System Sensor.

In firmware versions 3 and prior, a FAAST device may lose its Ethernet connection and not regain this connection unless the device is reset. Units that exhibit this condition will continue to operate normally to detect smoke and activate relays connected to a fire alarm control panel, thus ensuring continued protection of the area by the detector. The likelihood of the device exhibiting this issue is eliminated by updating the device firmware. System Sensor recommends that FAAST devices with the firmware version specified above be updated. The new firmware, effective December 10th, 2012 (date code 2122), will enhance the Ethernet connectivity to ensure that the connection is maintained.

To verify your device's firmware version, use the following steps:

Step 1: Connect to the device using PipeIQ
Step 2: Right-click on the device in the tree view and select 'Device Information'
Step 3: Click on the diagnostics tab
Step 4: Look at the 'Main Board Revision' value

In order to apply this firmware update to a device, the following steps must be taken:

Step 1: Download the new firmware file from www.systemsensor.com/faast and unzip it to your computer
Step 2: Connect the FAAST device to your computer using PipeIQ in administrator mode
Step 3: Right click on the device in the tree view and select 'Upgrade Firmware'
Step 4: Select the S02-0138-000_Upgrade.mot firmware file from the appropriate folder
Step 5: Click 'OK'
Step 6: The device will shut down and restart in firmware upgrade mode. The communication LED will begin to blink and the device will automatically begin to download the new firmware; a progress bar can be seen in PipeIQ and the progress will also be shown on the particulate graph on the device's user interface. This process will take approximately 5 minutes. You will be notified in PipeIQ when the process is complete.
Step 7: Once the firmware upgrade is complete, the device will operate as normal.
Step 8: It is recommended to test the system following the firmware upgrade to ensure that the device is operating as expected.

The new firmware version also adds a new isolate mode. In the new isolate mode the device will continue to operate as normal and detect smoke. However, if smoke is detected while in isolate mode, the device will not switch any relays but will annunciate through the user interface and send e-mail notification if that functionality is enabled. This mode is well suited for situations such as sytem commissioning and testing, where smoke will be introduced but the event should not be reported to the fire alarm panel. The current isolate functionality in the device will be maintained and will now be referred to as 'Disable Mode.' Please see the addendum below for description of these modes.

Please contact System Sensor Technical Support at 800-SENSOR2 if you have any questions.

Technical Field Bulletin

Addendum:

Isolation
Isolation mode is initiated by pressing and releasing the ISOLATE button on the user interface when the button is enabled. When the ISOLATE button is activated, the FAAST system resets the fault and alarm relays. It then sets the isolation relay and the isolation fault indicator illuminates on the user interface. In this mode, the device operates normally but will not activate relays for any alarm or fault levels (except the isolation relay). Fire and fault events can still be seen on the user interface and the device will send e-mail notification of events if enabled. Isolation mode will be held through resets and power outages. The device will remain in isolation mode until the isolation mode is removed by pressing the ISOLATE button. Isolate mode may be enabled and disabled using the monitoring portion of PipeIQ.

Disable
Disable mode is initiated by pressing and holding the ISOLATE button on the user interface for 3 seconds when the button is enabled. When the ISOLATE button is activated, the FAAST system resets the fault and alarm relays. It then sets the isolation relay and the isolation fault indicator illuminates on the user interface. In this mode, the fan switches off and the device does not report any alarm or fault levels on the user interface or activate any relays (except the isolation relay). This mode should only be used when the system needs to be taken offline. This mode will be held through resets and power outages. The device will remain in disable mode until the disable mode is removed by pressing and holding the ISOLATE button for 3 seconds. Currently, disable mode cannot be enabled or disabled using the monitoring portion of PipeIQ.