Technology and Tradition
Gamewell FCI FIRE CONTROL INSTRUMENTS
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SAFETY BULLETIN

E3 Series ILI-MB-E3 and ILI-S-E3 Required Software Upgrade
Important Notice for Gamewell-FCI distributors

In cooperation with the U.S. Consumer Product Safety Commission ("CPSC"), Gamewell-FCI has identified a potential safety issue with the ILI-MB-E3 and ILI-S-E3 loop interface boards that requires your **immediate** attention.

In certain rare cases, ILI-MB-E3 and ILI-S-E3 boards may enter a state in which they cannot transmit data to the network and there is no corresponding indication at the command center. In such cases, the system may fail to go into alarm if a fire/smoke event occurs in an area monitored by a detector connected to an impacted board.

An ILI Board may enter this state when the following rare sequence of events occurs:

1. There is a flood of trouble or alarm signals received via the ILI Board;

2. An individual presses an "acknowledge" button repeatedly while the signals are coming into the panel; and

3. An individual then presses the "reset" button on the command center panel.

Under the scenario described above, the command center may erroneously indicate that the system is operating normally. Specifically, alarm or trouble signals present on the affected ILI Board will not be displayed at the command center, despite the fact that the condition which created the original flood of trouble or alarm signals may still exist.

Additionally, the ILI Board through which the original flood of signals was received may not subsequently be able to communicate with the command center. Note that a visual trouble indication will illuminate and a trouble buzzer will sound (unless disabled by the operator) on the impacted ILI board itself.
Note that this issue only impacts networked systems with two or more ILI boards; systems with a single ILI board do not exhibit this anomaly.

A new firmware version is available which will correct this issue. We require that you **immediately** install this new firmware on each ILI-MB-E3 and ILI-S-E3 shipped to you prior to October 9th (i.e. date codes prior to 4006). In an abundance of caution, we are requiring this upgrade for all ILI boards regardless of whether the board is part of a networked system or not. This mandatory firmware upgrade is conducted in cooperation with the CPSC, who will monitor the effectiveness of this program.

Please download the new firmware (ILI-MB version 1.1528) from the ESD section of the Gamewell-FCI web site. If you cannot download this update from the website, please contact technical support at 1-800-274-4324 and we will e-mail or mail a copy to you.

Please immediately update all affected ILI-MB-E3 and ILI-S-E3 boards using the Flash utility. Compensation in the amount of $150.00 per ILI board will be credited to your account upon submission of a notification of compliance form (attached) for each ILI board updated. Additionally, if you become aware of any field reports of this issue, please notify your regional sales manager immediately.

At Gamewell-FCI, safety is our primary concern. While we recognize that the set of circumstances required to trigger this anomaly are unusual, we believe that immediate action is warranted. We trust you will do everything you can to ensure that the firmware updates are completed immediately. Thank you in advance for your attention to this important matter.

If you have any questions, please contact you regional sales manager at your convenience.

Regards,



Jim Kimpel
Product Manager
Gamewell-FCI