TECHNICAL BULLETIN

TTB-1019 March 15, 2002

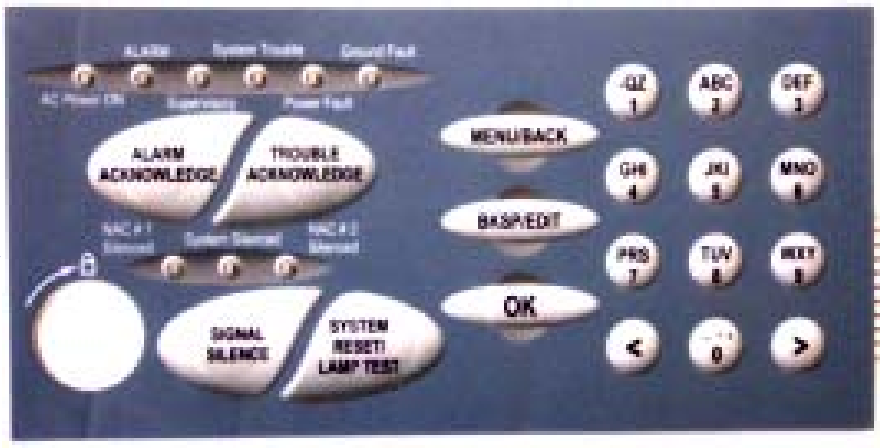
Subject: 7100 Keypad

During the last year, FCI received feedback concerning inoperable keys on the 7100 keypad. After an extensive investigation into this issue, it has been determined that the failures resulted from a vendor issue, coupled with certain environmental conditions, i.e. heat and humidity. **In all cases of keypad failure, life safety of the system is not compromised**.

The issue has been corrected as of November 2001 and all units with a date code of 0146 (2001 week 46) and above include a new design from our vendor. The new design has been proven more resistant to changes in temperature and humidity. We have also recently changed the artwork on the keypad to add a lock symbol above the key lock. In addition, a blue dot sticker was added to the connector tailpiece to ensure you can distinguish between newer and older units.

If, upon inspection, you find an inoperable keypad, you may order a replacement keypad from FCI. Please contact Customer Service to order the replacement units. We regret any inconvenience this may have caused, and thank all of our customers who assisted us in resolving this issue.

NEW LOCK SYMBOL



NEWER UNITS HAVE BLUE DOT