

# G E N T

by Honeywell

## Technical Bulletin

**TB 10012**

**To:** System Integrators, Gent Services

**Date:** 17/03/2003

**Status:** Active

**Type:** SI / SMS

**Product – Part affected:**

3400, 32000, Senator 2, Vigilon, 34415 and 34450 interfaces, false activations

**Details:**

We have recently discovered some problems with false triggering of 34415 and 34450 interfaces. The interfaces exhibit problems when they are configured as inputs, if the interfaces are configured as output then they are not affected.

**Action:**

Check the manufacturing date label (small white bar code label) on the control panel power supply. See if date is prior to WK 01-03.

For 34415 interfaces only, see if date is prior to WK 03-03

If dates are prior to these stated then change relevant parts, part number for PSU: VIG-PSU and 34415 interface PCB: 34416.

34450 interfaces do not need to be changed.

Replacement products should be ordered in the normal way. When the faulty product is returned it is important that the return note paperwork includes a describing the reason for return and referencing this technical bulletin 10012.

As a responsible manufacturer and supplier we feel it is important to resolve this problem now and apologise for any inconvenience this has caused.

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