GENT
by Honeywell

Technical Bulletin	TB 10094

To: Gent by Honeywell, System Integrators & SMS	Date: 22/8/06
	Status: Active
	Type: SI / SMS

Product – Part affected:
Memory corrupt problems with vigilon devices

Details:
We are still receiving a small number of returned vigilon devices with memory corrupt issues.

We have started an investigation into these returned devices. We have come up with a number of initial recommendations that should minimise the likelihood of memory corrupt problems.

These can be found on the www.gentexpert.co.uk web site.

Action:
Ensure all engineers are aware of the recommendations.

When you do have several memory corrupt devices on site please contact Technical support (0116 2462134). We want to take details of what work was being carried out when the fault first occurred, software versions on site, loop resistance etc etc (a fuller listing of questions can be found on gentexpert). This will help us to continue our investigation.

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