GENT
by Honeywell

Technical Bulletin	TB 10142

To: Gent by Honeywell & System Integrators.	Date:30/07/2009
	Status: Active
	Type: SI

Product:
Nano V1.39, screen blanking

Details:
An issue has been discovered with Nano control panel software v1.39 (released 16th March 2009)

With certain loop configurations the setup can cause the panel screen to blank out and will not restore this may occur when,

- Initial commissioning takes place
- Adding a device to an existing loop

If a loop is started and the problem does not occur then the system is OK, this issue will only manifest when additional devices are being added.

The potential for this problem to occur is when the following devices are used (devices that cannot be allocated to a zone, i.e. output devices):

- 4 channel interface, S4-34450
- S3, all variants
- T-breakers, 34701
- Beam transmitters, 34740 (part of pair shipped)

* Please note on a new system where this issue occurs all devices will default into zone 1 and the system will detect a fire and all sounders will operate along with zone 1 LED.

Action:
Existing systems that include the above listed devices that are already working will not suffer from this problem as they are configured now. If alterations are made to the system then there is a potential for this problem to occur.

Make engineering staff aware that this potential issue could occur at commissioning / start up of a new system

We would recommend making no alterations to existing installed systems for the time being.

A software upgrade fix will be implemented for this issue and we expect this upgrade to be available on 10th August 2009 Please look out for further Technical Bulletins on this issue.

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