GENT
by Honeywell

Technical Bulletin	TB 10160

To: Gent by Honeywell, System Integrators	Date: 9/06/10
	Status: Active
	Type: SI

Product – Part affected:
S4-700 Base, faulty screws

Details:
A quality issue has been reported with the S4-700 bases. In a very small number of cases the screw head shears-off when tightening or unscrewing tightened screws.
We have obtained defective samples from our customers and returned them to our supplier. The supplier has made alterations to the materials used on these screws to prevent this issue occurring and additional quality checks have been introduced into the production process.

We have checked samples from our current stock and we have not encountered the problem. In the mean time problems may still be encountered on site.

Action:
Ensure engineers are aware of this issue.
We would suggest engineers carry some spare bases on new jobs while the improved bases work there way to the field.
Please send any faulty bases back to us for credit

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