GENT
by Honeywell

Technical Bulletin

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Product parts affected

Vigilon 4/6 loop and Vigilon Compact network panels



Details

An issue has been discovered with Vigilon control software Version 4.50 which could affect the operation of networked systems and which may present a safety risk.

The identified issue:

In certain circumstances, Vigilon panels operating version 4.50 software with a cause and effect linking more than one master sector will not operate as expected. As a result, in some circumstances the panel may not sound an alarm or indicate a fire for example.

A full witness test of the entire system will immediately identify if the issue is present in the system. If a panel on a network has been upgraded or replaced, and a full witness test of the entire system did not take place following the upgrade or replacement, the potential safety issue remains.

Products affected:

The problem affects Vigilon 4 and 6 loop panels and Vigilon Compact panels manufactured between 1st July 2013 and 18th November 2013.

- Nano is not affected.
- Individual panels are not affected and will operate as planned.
- BS Systems are not affected; this issue only exists in EN systems.

The problem is limited to the latest issue of control software, MCC and MCB version 4.50 which was introduced on 1st July 2013. As of the 19th November, all panels have been manufactured with Version 4.48 and so panels shipped after this date will not be affected by this issue.

Action

- If a networked system with V4.50 software exists where it has not been possible for a full witness test to be held, the engineer should contact Gent Technical Services. You will be advised to return to site with upgrade chips to upgrade the panel software.
- Where networked systems have been installed and a full witness test has been held, these systems will continue to perform as tested. We would recommend a change of control software at the next maintenance visit.
- Any standalone panels will function without problem. However, if there is a chance that the system will be networked in the future, a change of control software should be considered at the next maintenance visit.

To facilitate the exchange of software on existing sites we will provide the following to our customers:

- Replacement software chips
- Instructions and tools for performing the exchange of software

A new version of software (4.51) is being tested and will be released into manufacturing in early December 2013

The control software version can be established in the information menu of the control panel (status of Card 0). We will be providing upgrades without charge for affected sites.

If you have any questions please contact Gent by Honeywell Technical Services on 0116 246 2134.

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