GENT
by Honeywell

Technical Bulletin

TB:10209 I November 2015

Product parts affected

Buzzer on Compact and Vigilon panels



Details

We have had some reports of customers having an issue with the panel buzzer on Compact and Vigilon panels shortly after commissioning. Customers have found that the buzzer either stops working altogether, is intermittently working or is making an unusual sound.

We are investigating the cause of this problem at the moment and to date have not received many of the affected parts back for testing.

We have checked all panels and have not found any issues. We have also added extra containment measures in our manufacturing process.

However, as it has been reported that the problem does not appear to be on initial power up, we would be grateful for your support to understand this issue. If you come across this issue please help us to investigate this by getting the parts back to us ASAP using our standard returns process.

Action

Ensure engineers are aware of this issue.

Send parts back to Gent by Honeywell for investigation.

For any further queries relating to this issue please contact Technical support on 01162462134 or email technical.services@honeywell.com