GENT
by Honeywell

# Technical Bulletin

TB:10212 I March 2016

## Product parts affected

New EN loop card v4.50 – pointer missing fix

## Details

A new loop card software has been released (V4.50) with the following fixes:

- This resolved the issue with "pointer missing" as mentioned in TB10210
- This also stops the "loop overloaded" message that some sites had reported

## Action

If you have a site exhibiting either of these messages with loop card v4.49 then please contact technical support and we will arrange for replacement chips to be sent out

Ensure all engineers are aware of these issues.

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