GENT
by Honeywell

Technical Bulletin

TB:10214 I April 2016

Product parts affected

S3 Sounders in test mode activating

Details

We have received a couple of reports of random S3 devices activating when the system is in test or commissioning mode. In normal operation the device are working correctly.

When the S3 device is in Test or Commissioning mode it enables the infrared receiver which was used for the remote control unit to adjust the devices volume.

Action

We are currently investigating this issue and believe some modern lighting could be affecting the infrared receiver and activating the devices, as though the remote controller is being used.

Please ensure the devices are fitted correctly, with the infrared receiver fitted at the bottom of the device. Therefore reducing the effect of artificial light



Picture shows back box correct orientation, arrow shows thinned plastic for infrared receiver.

Please contact technical support if you come across this issue.

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