GENT
by Honeywell

Technical Bulletin

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Product Parts affected

Gent Mains Interface from (S4-34440-02 and/or S4-34440-12) 01/11/2015 to 25/5/2017

HOWEVER ONLY when combined on a system with ES detector (product codes: 800371,800171,800177,800271)

Details

The Conventional ES detector is incompatible with the intelligent Mains powered interface with date codes referred to above, and they should not be used in combination. If the detector is triggered it will not communicate a fire state to the panel and hence no alarm will sound but the detector fire LED will illuminate.

This issue would be found during commissioning and testing. However, in the unlikely event that the commissioning is carried out in a silent state then there is a possibility that this issue could be missed and exist on a live system.

The root cause is due to a software error which has now been corrected.

Action

Make sure all engineers are aware of this issue.
Sites that have this specific combination of Mains interface and detector should update the mains interface PCB immediately. Please contact our Technical Support team on the telephone number below to arrange for an updated PCB to be delivered.

Mains interfaces manufactured after 25/5/2017 will work with ES detectors.