Honeywell | Fire Safety
GENT

Gent Technical Bulletin

TB: 10225

Product – Parts Affected:

Vigilon Plus and Compact Plus, SD card

Details:

We have discovered an issue with a batch of SD cards. This causes the MCC or MCB to reboot as it is not able to access the SD card consistently. This issue does not occur on commissioning; our investigation indicates that it takes between 12h and several days before the issue occurs.

The SD access issue makes the MCC or MCB reboot as it thinks the SD card is not working correctly.

The panel functionality before and after reboot is not effected, and during and after a reboot, the Panel will indicate a System fault.

Cards were manufactured and shipped in weeks 32-34 (7th – 25th August) and during this period both SanDisk and Verbatim SD cards were used.

This issue occurs only on cards with a SanDisk SD fitted.

Verbatim SD cards are **not** affected by this issue.

Action:

If you have panels that were shipped to you in weeks 32-34 (7th – 25th August 2017) please check which SD card is fitted. If you find a SanDisk card, eject through the menu then physically remove the SD card from the panel and do not use it.

You can confirm the date of manufacture for a specific panel or card as follows:

Panel manufacture date is located inside the panel (Vigilon Plus and Compact Plus) on the right hand side top.

For more information
www.gent.co.uk
www.gentexpert.co.uk

Honeywell Gent
140 Waterside Road
Hamilton Industrial Park
Leicester
LE5 1TN UK

T: +44 (0) 116 246 2134
E: gentenquiry@honeywell.com

For further details on these or any other Gent products please contact your Gent Business Manager or via our contact details found below.

© 2017 Honeywell International Inc.

Honeywell | Fire Safety
GENT

Gent Technical Bulletin

MCC date is located on a sticker next to the removable IC this is shown as “Wk 17.32” (17 being year, 32 being week number)

MCB sticker is located just to the right of the USB connector shown as “03/17” (03 being week number, 17 being year)

If you have a SanDisk SD card on a product within the relevant date codes, please contact Technical Support we will send a replacement SD card to you.

We only recommend the use of Verbatim class10 cards of 32Gb or less in size with either the Vigilon Plus or Compact Plus panels.

For more information
www.gent.co.uk
www.gentexpert.co.uk

Honeywell Gent
140 Waterside Road
Hamilton Industrial Park
Leicester
LE5 1TN UK

T: +44 (0) 116 246 2134
E: gentenquiry@honeywell.com

For further details on these or any other Gent products please contact your Gent Business Manager or via our contact details found below.

© 2017 Honeywell International Inc.