Gent Technical Bulletin

TB: 10231 April 2020

Product Parts affected

Vigilon Loop software 2211-187 version 4.52.

Product Issue summary

Loop resistance value increase and Fire Plant Equipment (FPE) output not resetting

Details:

Loop resistance increase

We have received incidents from the field presenting fault condition “loop resistance increase”.

This is related to new EN54-2 requirements that are currently in draft and under review. The requirements state that a change of more than 10% in the loop resistance must be presented as a fault condition. When the Vigilon loop(s) is backed up, the loop resistance reading is taken as a fixed point reading. Subsequent resistance tests that are 10% different will show as a fault.

The incidents in the main, present from older Vigilon Systems that is being upgraded.

As the EN54 requirements remain in draft and under review, the fault condition can be changed from a fault to an exception. We have therefore, for the time being, reacted accordingly.

This change has been included in Vigilon loop software version 4.53 and has been implemented into our Vigilon products from 30th March 2020.

Only after the revised formal release of EN54-2, will we return the software condition from an exception to a fault condition.

FPE not resetting

When using Vigilon loop software version 4.52 with an older version of MCC software (pre current version 4.57), interfaces set up as specific FPE (Fire Plant Equipment) or door holders will not reset when the control panel reset button is pressed. Re-allocation of the loop being the only way to reset. This issue will be identified on a site during basic fire testing or during weekly tests.

Actions:

Make sure Engineers are aware of these issues.

If you witness the “loop resistance increase” issue with V4.52 software, please contact our Technical Support Team to request for V4.53 replacement loop card chips to be sent out.

Engineers should be aware of the reset issue with FPE and door holders, specifically when using loop version 4.52 and old MCC card. This issue should be known of when replacing a loop card in an old panel.

The current production version of software does not have this issue. If you witness this issue on an existing site, please contact out Technical Support Team to request for V4.53 replacement loop card chips to be sent out.

Replacement chips for these issues will only be available until the end of Q1 2021.

Should you have any further issues please contact Technical Support.