Gent Technical Bulletin

TB: 10232 May 2020

Product Parts affected:

Vigilon Control Panel software chip change upgrades

Details:

We have received very recent field calls from customer Engineers reporting errors and fault conditions with our Vigilon systems after undertaking software chip change upgrade work as per the recommendations of Gent Technical Bulletin ref TB:10229 & 10231

Recent errors include the reporting of “access fault” type issues and fault conditions that suggest the internal cards are no longer working as expected and required.

These reported instances are being investigated within Honeywell Gent at this time and as our findings progress, we will send a further communication to advise.

Actions:

Make sure Engineers are aware of this bulletin and also Bulletin TB:10229 & 10231

At this time, we advise to cease all works relating to Vigilon control panel software chip change upgrades and we will not be supporting further requests at this time.

Alternatively, if customers do require upgrades in the very short term, we recommend the ordering of replacement cards through our standard ordering channel of Customer Services.