Honeywell
GENT

Gent Technical Bulletin

TB: 10242 February 2022

Product Parts affected:

Vigilon loop powered interfaces S4-34410, S4-34420, S4-34450

Details:

The interfaces detailed above that were manufactured between the 5th April 2021 and 19th July 2021 have had their date information incorrectly programmed.

This has no effect on the device operation.

However when using the Vig insite tool and requesting the health check or any other option showing the devices date, the device date is showing up as corrupt.

Dev	Prev	Next	Com	Pos	Dir	Device description	Part No.
Manu date		Week	Health	Age	Criteria	Device label	
57+	56	106	Main	L1	S4 Loop powered		S4-34450
Corrupt		--	CHECK	----	18/20yrs	U31 INT 0216HG UC SE RETAIL PLANT	

The date of the device manufacture can still be found printed on the interface.

Additional Information / Actions:

Make sure all engineers are aware of this.

When using the Vig Insite tool, If you notice that a loop interface date information is showing as corrupt, then it is most likely that these devices were manufactured between 5th April 2021 and 19th July 2021. Devices installed outside of this period should show a date.

We must stress that this does not affect the interfaces operation in any way and there is no need to replace them.