Honeywell
GENT

Gent Technical Bulletin

TB: 10244 November 2022

Product Parts affected:

Vigilon PSU new software V1.03

Details:

We are releasing new software for the Vigilon PSU v1.03.

This adjusts the handling of fault monitoring effected by external interference.

Sites have reported “charger 1, 2” &/or “mains failed” faults, but when tested these are all working correctly.

Any PSU’s and panels containing PSUs with a manufacturing date of 15th October 2022 or later will have V1.03 software.

Additional Information / Actions:

If you have a site that is showing “charger 1,2 faults” or “mains failed”, please first confirm that these are still working correctly. The required checks are to ensure that mains power is present and that the batteries are being charged.

A good indication you are experiencing this issue is if the PSU mains reading is showing as 19 or 20

If these tests show that everything is working correctly, and the faults persist then the PSU can be replaced using the normal returns process mentioning this TB in your request