Gent Technical Bulletin

TB: 10245 May 2024

Product Parts affected:

Vigilon Plus, PSU V1.03, showing mains & charger fault.

Details:

We have had reports of Vigilon Plus 24 & 72 panels showing charger and mains faults with V1.03 power supplies. However, when a test is done with either the batteries or mains removed the panel still operates as expected.

We are currently investigating this reported problem and believe the fault message is being reported incorrectly.

If you have carried out the above battery and mains test and the panel is operating as expected, then this is likely to be the erroneous fault we are investigating and should not affect the operation of your panel.

Please note that replacing your PSU is unlikely to resolve this issue, therefore we are treating this with priority within our business to find a quick resolution.

Additional Information / Actions:

Technical Support are already aware of this issue, but please report any new occurrences to them so we can continue to monitor this.

Please look out for future Technical Bulletins on this issue which will be sent out once the fix is released.