Gent Technical Bulletin

TB: 10246 May 2025

Product Parts affected:

Vigilon Plus (24/72) - Displaying Mains & Charger fault. Related to TB 10245.

Details:

This Technical Bulletin serves as a follow-up to TB 10245 regarding the reported "Mains low" and/or "Charger fault", message on Vigilon panels.

Mains and Charger fault messages are designed to be displayed if certain anomalies are seen by the power monitoring of the Vigilon PSU, in line with the LVD directive. If these messages are displayed, it is advised that you check for mains supply issues, and/or battery faults. If no issues are found, then please contact Technical Services to discuss this further.

Additional Information / Actions:

Please contact Technical Services if your Vigilon panel is exhibiting these fault messages after the basic checks have been completed and no faults are found.

If all checks are correct, technical support may advise a PSU replacement.