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TECHNICAL BULLETIN

Notice: a programming issue which can corrupt detector sensitivity settings

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Dear Business Leader:

NOTIFIER has become aware of an issue which involves the use of the VeriFire Tools programming utility with the NFS-640 fire alarm control panel. VeriFire Tools provides an optional capability to modify detector labels during an on-line Read Status Service Session. When this function is used to change a detector label or extended label directly on an NFS-640 fire alarm control panel, both alarm and pre-alarm sensitivity settings for that detector will become corrupted. Once a detector's sensitivity settings are corrupted in this manner, the panel will use the lowest available sensitivity setting for alarm detection. Corrupted pre-alarm settings are handled differently; no pre-alarm response will be provided for an affected detector.

Important Notes:

- Acclimate FAPT-851 detectors running in FlashScan mode use the lowest sensitivity setting (level 9) as HEAT ONLY. Corruption of the Alarm Sensitivity Level for an Acclimate detector will compromise the detection capabilities of this device.
- Intelligent detectors other than Acclimate, as well as Acclimate detectors running in CLIP mode, will operate as if the lowest sensitivity setting were selected for alarm.
- This issue can happen only during an On-Line session with the panel. This will not occur as a result of a download or from autoprogramming the panel.
- Only the specific detector address that experiences a label change is affected.
- Autoprogramming the panel will not correct the corrupted settings. The corrupted settings can also be uploaded and saved.
- A corrupted setting can be identified by the presence of forward slashes (///) in the detector sensitivity setting.
- Downloading a valid database will correct the problem by overwriting the corrupted sensitivity information.
- Only the stand-alone version of VeriFire is affected. The NCS version will not cause detector sensitivity setting corruption.
- Most programming changes are implemented by downloading updated databases. Systems programmed or updated in this manner are not affected.

This issue has been corrected in VeriFire Tools version 3.01. Any panels which could have been affected should be checked immediately.

Questions regarding this issue should be addressed to NOTIFIER Technical Services.