



Product Alert

March 14th, 2016

Type of Notification: Performance Related Concern

FM Approvals has been made aware of a manufacturing defect that affects the performance of certain Fire Sentry brand flame detector products.

Company Identity: Honeywell Analytics

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Contact information: Service Centers

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Tel: +41 44 943 4380 (Alternative Number)

Product Identity: Models SS4, SS2, FS7, FS10R

Description: Flame Detectors

FM Approval Status: All models bearing the FM Mark

Hazard Involved: Serial numbers of the products in question, as indicated in the attached Honeywell Product Safety Notice, have been manufactured using a faulty integrated circuit (IC) device. In certain instances, use of these flame detectors may result in improper operation over a period of time, including false alarms, abnormal LED functionality and, in limited instances, failure to detect. Therefore, it is advisable that all flame detectors specified in the attached Product Safety Notice be returned to Honeywell for replacement.

As indicated in the attached Product Safety Notice, please contact your local Honeywell service office for immediate replacement and follow the recommendations under 'Action requested'.

If you suspect that you are in possession of a Flame Detector within the identified serial number range bearing the FM Approvals certification marking, please bring that to the attention of:

Antonio L. Pires

FM Approvals, Quality Department

Norwood, MA, USA

+1 (1)781 255 4825

Email: Antonio.pires@fmapprovals.com

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Product Safety Notice: SS4, SS2, FS7, FS10R Flame Detectors

Regions affected: Global; Direct communication with affected customers.

Issue

Honeywell Analytics has identified a potential issue with certain flame detector models SS4, SS2, FS7 & FS10R. We have had to change a supplier of one common component and have addressed the problem in manufacturing.

While current production is utilizing the new component, there are a known number of Flame Detectors in the field with the suspect component. In certain instances these listed detectors may result in improper operation over a period of time, including false alarms, abnormal LED functionality and, in limited instances, failure to detect. Honeywell therefore is advising that all flame detectors specified in the table below must be returned for replacement.

Please note, this does not affect any other versions of our Flame Detectors or any other Honeywell Analytics products.

The tables below identify the Products and serial numbers affected.

Units manufactured during 2014

Product Line	Serial Number Range
SS4 - Multi Spectrum (UV/IR) Fire & Flame Detector	185813 – 189507
SS2 - Digital (UV/IR) Fire & Flame Detector	185576 – 189516
FS7 - Electro- Optical Fire Detector	20376 – 21623
FS10R - Electro-Optical Fire Detector	22254 - 22504

Units manufactured during 2015

Product Line	Serial Number Range
SS4 - Multi Spectrum (UV/IR) Fire & Flame Detector	115966 – 127818
SS2 - Digital (UV/IR) Fire & Flame Detector	116097 - 122859
FS7 - Electro- Optical Fire Detector	115976 – 122630
FS10R - Electro-Optical Fire Detector	110129 – 123582

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Action requested:

- Please check your stock and separate affected stock on hand to prevent further use.
- If you have any products from the list above, please contact your regional Honeywell Analytics Technical Support office (see below) for a Return Material Authorization number.
- Honeywell Analytics will advise on shipment date of replacement products and product return address.
- Please return potentially affected stock to the appropriate Honeywell location.
- If you have supplied any potentially affected product to another organisation please immediately advise that organisation of this technical bulletin and contact us so we can follow up with them.
- During the transition time pending detector exchange, Honeywell suggests at a minimum you test your installed units as set forth in the instruction manual.

Our goal is to resolve this issue as efficiently as possible and we apologize for any inconvenience. Thank you for your assistance in helping us to manage this exchange of product.

If you have any questions or concerns please do not hesitate to contact your local service office as shown below. Thank you for your cooperation.

Best regards,

Peter Harrie
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Honeywell Analytics
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