FM Approvals

Product Alert

Date: 6 May 2026

Xtralis Pty Ltd, X1208 VESDA-E Aspirating Smoke Detectors – Safety Concern

FM Approvals has been notified by Xtralis Pty Ltd that they have experienced internal communication faults with the VESDA-E Aspirator Smoke detectors manufactured between July 22, 2022, and October 15, 2023. A copy of the Xtralis Pty Ltd Service Note is attached for your reference.

Type of Notification: Product Safety Notification

Company Identity: Xtralis Pty Ltd, 4 North Drive, Virigina Park 236-262 East Boundary Rd. Bentleigh East Victoria 3165 Australia

Product Identity: VESDA-E Aspirator Smoke Detectors

FM Approval Status: FM Approved

Hazard Involved: Xtralis Pty Ltd notified FM Approvals that they experienced internal communication faults with the VESDA-E aspirator smoke detectors manufactured between July 22, 2022, and October 15, 2023. This issue may lead to unintended consequences including possible initiation of fire suppression systems.

A copy of the Xtralis Pty Ltd customer communication document related to this issue (dated 29 November 2023) is attached for your reference.

Xtralis determined that an alternative DRAM chip introduced in July 2022 resulted in unintended communication faults between the Flair Chamber and the VESDA-E control board.

Please refer to the appendix in the attached Xtralis customer communication for the list of serial numbers of the affected units.

The firmware package update is required for all VESDA-E aspirator smoke detector products manufactured with the alternative DRAM chip. Without the firmware upgrade, communication faults may lead to unintended consequences including discharge of the fire suppression system.

Michael Stanislovitis
FM Approvals, Quality Assurance
Norwood, MA, USA
+1 (1)781 255 4214
Email: michael.stanislovitis@fmapprovals.com

xtralis

29 November 2023

Dear Valued Customer,

In our Service Note dated the 12th of September 2023, we shared that some VESDA-E detectors were experiencing internal communication faults. Today we are pleased to share with you that we have a resolution for these faults, which is immediately available in the form of a firmware upgrade.

Summary of the situation - As previously mentioned, the communication fault is linked to the component shortage back in July 2022, when we had to find an alternative DRAM chip. Following a positive completion of the evaluation cycle, we transitioned to the alternative DRAM chip in the Flair chamber. In some instances, this change has resulted in a communication fault between the Flair Chamber and the VESDA-E control board. Please refer to the appendix for the list of Serial Numbers of the units that have been manufactured with the alternate component and thus potentially have the communication issue.

Clearance of production - We can confirm that all new VESDA-E detectors produced from 15th of October 2023 onwards have been manufactured with the original Samsung DRAM chip. We have performed rigorous code-reviews and testing, specifically with respect to the communication faults and are confident the products manufactured with the original Samsung DRAM chip will not experience the communication fault.

Before 22 July 2022	From 22-July-2022 till 14-October-2023	From 15-October-2023
Samsung DRAM chip	Alternate solution	Samsung DRAM chip

Firmware solution approved by regulatory bodies - From the Service Note of 12th September 2023, we have worked relentlessly to develop, test and pilot a firmware update that addresses the communications faults ("Firmware Update Package"). This Firmware Update Package has also completed the cycle of reviews and approvals from all applicable regulatory bodies.

Firmware Update Package available - Following the regulatory approvals, we are glad to announce that the Firmware Update Package is available immediately to customers with needs to address the communication faults. In addition, the Firmware Update Package also includes two previous firmware versions so that it addresses the following three issues:

1. Communication fault with error codes – 787, 780, 850, 851, 853.
2. Smoke Contamination fault with error codes – 840, 857, 860, 861, 877,878.
3. Low temperature erratic airflow fault with error codes – 771,772,773,774,775, 781.

Rare occasions and recommendation - We have observed in very rare occasions that units with the same VESDA-E Serial Numbers identified below may generate nuisance alarms independently to the Firmware Update Package. If these nuisance alarms occur, please contact our Tech Support Staff.

Honeywell Products & Solutions Sarl
Z.A. La Pièce 16
1180 Rolle, Switzerland
www.xtralis.com

How to proceed with the firmware update - Please contact your Sales Representative or our Tech Support Staff to request the Firmware Update Package. They will assist you with the necessary instructions to update the firmware (based on the following firmware versions per detector type):

VEP	VEU
Flair – v11.07.00	Flair – v11.07.00
Main – V07.13.05	Main – V07.13.05
Flow - V06.15.01	Flow - V06.15.01
Comms – V04.11.03	Comms – V04.11.03
Display – V03.14.02	Display – V03.14.02

VES (FW Main below V08.10.04)	VES (FW Main above V08.11.00)
Flair – v11.07.00	Flair – v11.07.00
Main – V08.10.04	Main – V08.11.06
Flow – V06.15.01	Flow – V06.15.01
Comms – V06.20.00	Comms – V07.21.02
Display – V03.14.00	Display – V03.14.02
Valves – V01.07.01	Valves – V01.08.01

Please be assured that our number one priority continues to be providing you with solutions of the highest quality. We take any quality issue extremely seriously and pledge to continue offering you best-in-class products and services to help you better serve your customers. Our focus on our shared goal of improving life safety by protecting people and assets has never been stronger.

Thank you for your help in addressing this issue, which originated from the component shortages last year, as well as for your continued trust in VESDA-E.

We truly appreciate your partnership and business and remain committed to providing you with continued support in addressing this issue.

Sincerely,

Lionel Caillat
General Manager

Appendix: see next page

Honeywell Products & Solutions Sarl
Z.A. La Pièce 16
1180 Rolle, Switzerland
www.xtralis.com

xtralis

APPENDIX

Detectors Impacted Based on Serial Numbers:

Model	Start of production	End of production	Serial Number range
VEU/VEP	22-Jul-22	15-Oct-23	9785991 - 9799999 11000000 – 11036016 10729030 - 10752264
VES	22-Jul-22	15-Oct-23	10611182 - 10619076

Honeywell Products & Solutions Sarl
Z.A. La Pièce 16
1180 Rolle, Switzerland
www.xtralis.com