Member of the FM Global Group

Product Alert

January 5, 2017

Type of Notification: Performance Related Concern

FM Approvals has been made aware of a firmware defect that affects the performance of certain Honeywell (Notifier and Fire-Lite brands) wireless smoke and smoke/thermal detectors.

Company Identity:	Honeywell (Notifier and Fire-Lite)
Name:	Jon Potter, Regulatory Manager Honeywell Security and Fire
Address:	12 Clintonville Road, Northford, CT 06472
Contact Information:	jonathan.potter@honeywell.com and 203-484-6405
Product Identity:	Model FWD-200P (Notifier)
Description:	Wireless photoelectric smoke detector
Product Identity:	Model W-SD355 (Fire-Lite)
Description:	Wireless photoelectric smoke detector
Product Identity:	Model W-SD355T (Fire-Lite)
Description:	Wireless photoelectric smoke/thermal detector

FM Approval Status: Currently FM Approved

Hazard Involved: The referenced detectors may not communicate a fire alarm condition if certain environmental factors are present at an installation site. Although not directly affected, the wireless gateway is necessary to enable the wireless communications of the detector and is central to the resolution. To address the potential issue with the wireless detector, a firmware update will be required on the wireless gateway module. Since the FWSG (Notifier) or W-GATE (Fire-Lite) gateway is a required component in a SWIFT wireless system, an update to the respective gateway will be the most efficient method to resolve the issue. A firmware update will be required on all gateways manufactured between October 13, 2014 and December 15, 2016. See the attached Safety Bulletins.

As indicated in the attached Safety Bulletins, please contact your local Notifier or Fire-Lite distributor for a downloadable firmware upgrade. Technical support is available by contacting Notifier or Fire-Lite Technical Services using the contact information in the Safety Bulletins.

If you suspect that you are in possession of the affected modules 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

NOTIFIER by Honeywell

Safety Bulletin

FWD-200P Wireless Photoelectric Detector

December 30, 2016

Document **SB16-12-01**

NOTIFIER has identified a potential issue with the FWD-200P wireless photoelectric detector. The FWD-200P may not communicate a fire alarm condition if certain environmental factors are present at an installation site. Although not directly affected, the FWSG gateway is necessary to enable the wireless communications of the detector and is central to the resolution.

To address the potential issue with the FWD-200P wireless photoelectric detector, a firmware update will be required on the FWSG gateway. Since the FWSG gateway is a required component in a SWIFT wireless system, an update to the FWSG gateway will be the most efficient method to resolve the issue. A firmware update will be required on all FWSG gateways manufactured between October 13, 2014 and December 15, 2016. This corresponds to product and carton date codes between '10 13 14' and '12 15 16'. See below for date code identification on your device. Appropriate steps have been taken to prevent recurrence and units manufactured after December 15th are not affected.

Business Partners must upgrade all FWSG gateways with the firmware. This includes any noncommissioned demonstration units and FWSG gateways that may be in inventory. Business Partners may choose to return any FWSG gateways that are in inventory, in their original unopened carton. Please contact Customer Service and follow the normal RMA procedure to return the FWSG gateway.

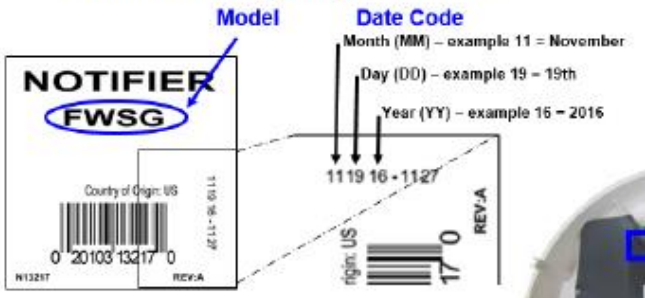
FWSG gateway SLC micro firmware version 2.1 will be available for download from the ESD portal in mid-January. NOTIFIER is coordinating this in voluntary cooperation with the U.S. Consumer Product Safety Commission, and will send a separate communication when FWSG gateway SLC micro firmware version 2.1 is available for download. Upgrade instructions are included within the download file. Once the firmware upgrade has been completed the *Certificate of Compliance* portion of this bulletin must be completed and returned.

For additional information, to ask technical questions pertaining to this bulletin, or for assistance performing the firmware upgrade, please contact NOTIFIER Technical Services at 1-800-289-3473 or NOTIFIER.Tech@honeywell.com. For RMA information please contact your NOTIFIER Customer Service Representative at 1-800-289-3473.

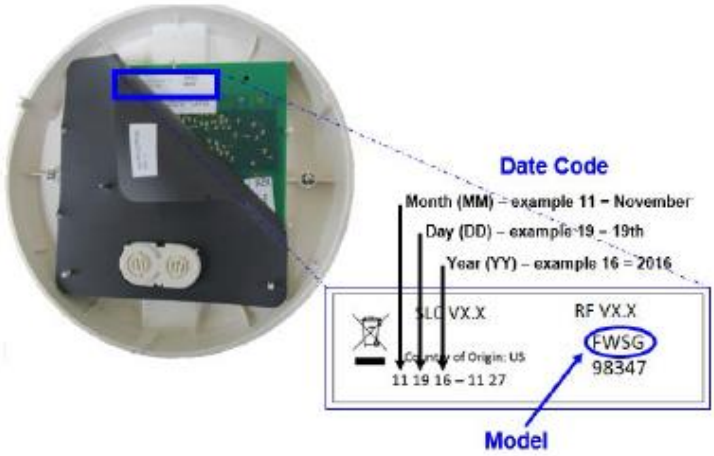
NOTIFIER®
by Honeywell

FWSG wireless gateway and FWD-200P carton label and product label identification.

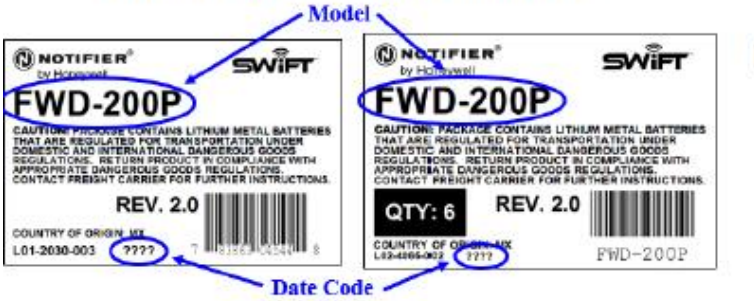
FWSG wireless gateway carton label



FWSG wireless gateway product label

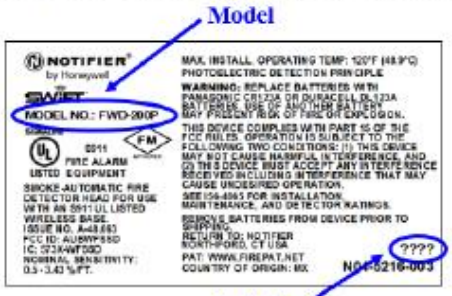


FWD-200P wireless detector carton labels



Range 4103 to 6122
4102 defined as 4 = 2014, 10 = Oct, 3 = 3rd week of the month
6122 defined as 6 = 2016, 12 = Dec, 2 = 2nd week of the month

FWD-200P wireless gateway carton labels



Range 4103 to 6122
4102 defined as 4 = 2014, 10 = Oct, 3 = 3rd week of the month
6122 defined as 6 = 2016, 12 = Dec, 2 = 2nd week of the month

NOTIFIER by Honeywell

Certificate of Compliance
Firmware Upgrade of FWSG SWIFT Wireless Gateway

I do hereby confirm that the micro on the FWSG SWIFT wireless gateway products as described below have been upgraded to version 2.1 firmware in accordance with NOTIFIER Safety Bulletin SB16-12-01 December 30, 2016

Number of FWSG wireless gateways updated: _____

Date Work Performed: _____

Project Site Information:

Company Name: _____

Address: _____

_____

Contact Name: _____

Contact Phone Number: _____

Engineered System Distributor Information:

Account Number: _____

Company Name: _____

Address: _____

_____

Contact Name: _____

Contact Phone Number: _____

Signature: _____ Date: _____

This Certification of Compliance must be completed, signed by an individual duly authorized. Completed Certification of Compliance must be emailed to customer.serviceCT13@honeywell.com. Upon submission and review of this completed Certification of Compliance the account number listed above will be credited $150 for one gateway, $200 for two gateways, $250 for three gateways and $300 for four gateways per project site.

Honeywell

Safety Bulletin

Issued: December 30, 2016

Summary of issue: Safety Bulletin
Fire-Lite® SWIFT® Wireless Gateway, SWIFT® Wireless Photoelectric Detector, and SWIFT® Wireless Photo-Thermal Detector

Level of urgency: High – Immediate Action Required

Gateway Model Numbers: W-GATE
Manufactured date range: October 13, 2014 to December 15, 2016
Carton label date code format MMDDYY - HHMM ['10 13 14' to '12 15 16'] **See below for label detail**

Detector Model Numbers: W-SD355, W-SD355T
Manufactured date range: October 13, 2014 to December 15, 2016
Carton label date code format YMMW – [4103 to 6122] **See below for label detail**

Fire-Lite has identified a potential issue with the W-SD355 and W-SD355T wireless photoelectric and photo-thermal detectors. The W-SD355 and W-SD355T may not communicate a fire alarm condition if certain environmental factors are present at an installation site. Although not directly affected, the W-GATE gateway is necessary to enable the wireless communications of the detector and is central to the resolution.

To address the potential issue with the W-SD355 and W-SD355T photoelectric and photo-thermal detectors, a firmware update will be required on the W-GATE gateway. Since the W-GATE gateway is a required component in a SWIFT wireless system, an update to the W-GATE gateway will be the most efficient method to resolve the issue. A firmware update will be required on all W-GATE gateways manufactured between October 13, 2014 and December 15, 2016. This corresponds to product and carton date codes between '10 13 14' and '12 15 16'. See below for date code identification on your device. Appropriate steps have been taken to prevent recurrence and units manufactured after December 15th are not affected.

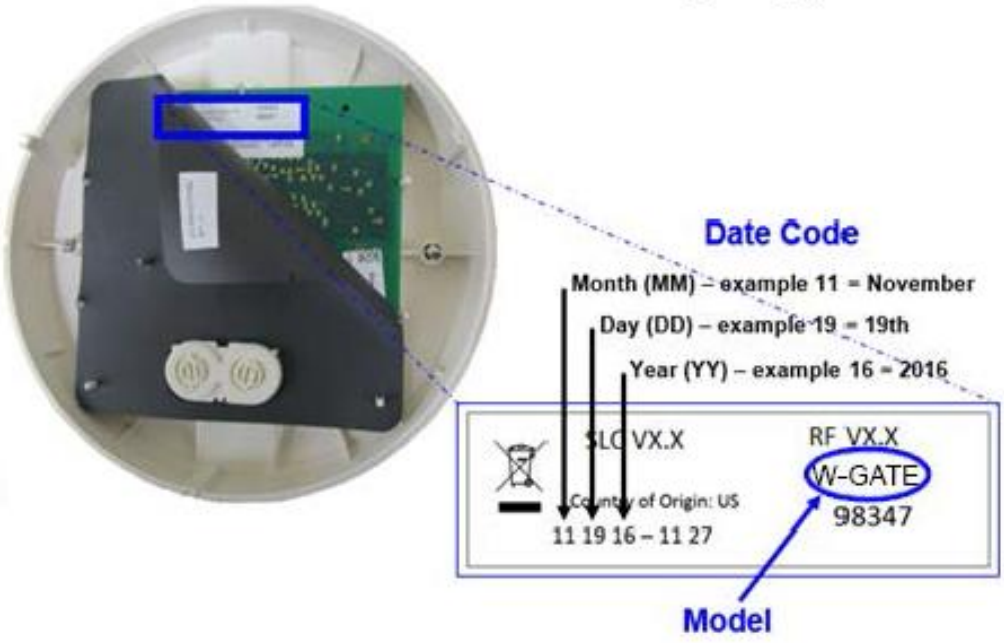
Fire-Lite dealers that sell or maintain fire alarm systems with W-SD355 and W-SD355T wireless photoelectric and photo-thermal detectors installed must upgrade all W-GATE gateways with the firmware. This includes any noncommissioned demonstration units and W-GATE gateways that may be in inventory. Fire-Lite dealers may choose to return any W-GATE gateways that are in inventory, in their original unopened carton. Please contact Customer Service and follow the normal RMA procedure to return the W-GATE gateway.

W-GATE gateway SLC micro firmware version 2.1 will be available for download from the Fire-Lite website in mid-January. Fire-Lite is coordinating this in voluntary cooperation with the U.S. Consumer Product Safety Commission, and will send a separate communication when W-GATE gateway SLC micro firmware version 2.1 is available for download. Upgrade instructions are included within the

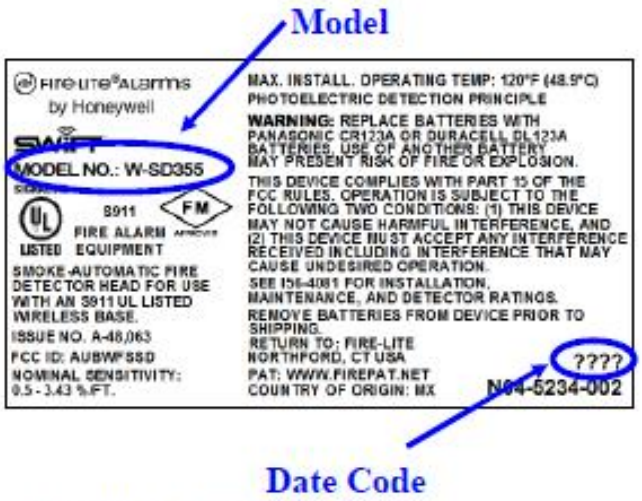
download file. Once the firmware upgrade has been completed the Certificate of Compliance portion of this bulletin must be completed and returned.

For additional information, to ask technical questions pertaining to this bulletin, or for assistance performing the firmware upgrade, please contact Fire-Lite Technical Services at 1-800-289-3473 or at firelite.tech@honeywell.com. For RMA information please contact your Fire-Lite Customer Service Representative at 1-800-289-3473.

W-GATE wireless gateway product label



W-SD355/T detector product label

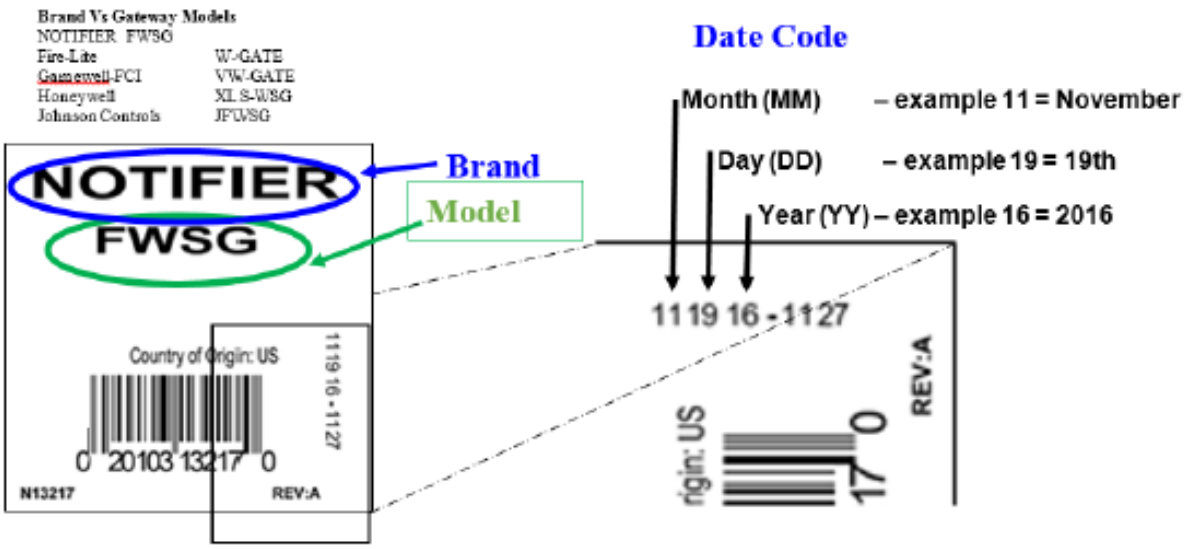


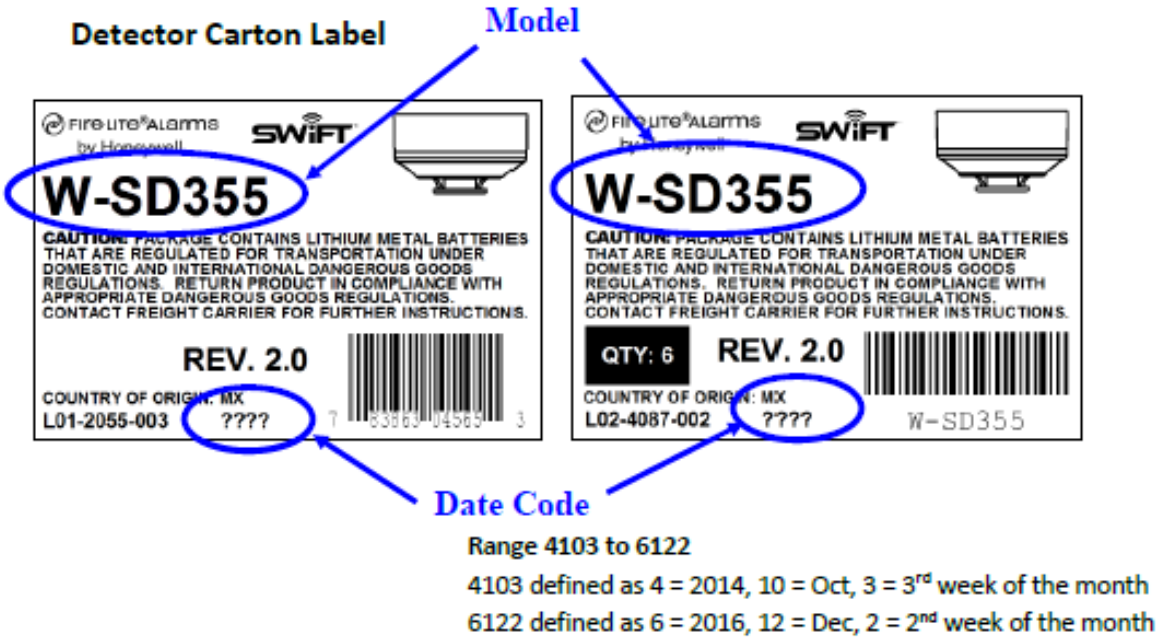
Range 4103 to 6122

4103 defined as 4 = 2014, 10 = Oct, 3 = 3rd week of the month

6122 defined as 6 = 2016, 12 = Dec, 2 = 2nd week of the month

SWIFT® Wireless Gateway Example Carton label





Certificate of Compliance
Firmware Upgrade of W-GATE SWIFT Wireless Gateway

I do hereby confirm that the micro on the W-GATE SWIFT wireless gateway products as described below have been upgraded to version 2.1 firmware in accordance with Fire-Lite Safety Bulletin December 30, 2016

Number of W-GATE wireless gateways updated: _____

Date Work Performed: _____

Project Site Information:

Company Name: _____

Address: _____

_____

Contact Name: _____

Contact Phone Number: _____

Engineered System Distributor Information:

Account Number: _____

Company Name: _____

Address: _____

_____

Contact Name: _____

Contact Phone Number: _____

Signature: _____ Date: _____

This Certification of Compliance must be completed, signed by an individual duly authorized. Completed Certification of Compliance must be emailed to customer.serviceCT13@honeywell.com. Upon submission and review of this completed Certification of Compliance the account number listed above will be credited $150 for one gateway, $200 for two gateways, $250 for three gateways and $300 for four gateways per project site.