

Product Alert

Date: December 17, 2024

Detector Electronics (DET-TRONICS) EQ3780 Module – Safety Concern

Type of Notification: Safety Bulletin

FM Approvals has been notified by DET-TRONICS of a potential safety risk pertaining to the EQ3780 High Speed Deluge Module (HSDM). Investigation by DET-TRONICS has determined that a potential failure of the output may occur when the HSDM, sold for use with Eagle Quantum Premier (EQP) systems, is configured in Cascade Mode.

Company Identity: Detector Electronics, Minneapolis MN 55438

Product Identity: Eagle Quantum Premier (EQP) High Speed Deluge Module (HSDM) EQ3780. Reference attached notification.

FM Approval Status: FM Approved

Hazard Involved: The attached notification from DET-TRONICS highlights a potential issue when a Cascade-configured input or output of an HSDM may fail to activate any output, which could lead to potential for property damage, personal injury or death.

If you suspect that you have a potentially affected product, as described in the attached safety notice, please follow the instructions as indicated.

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FM Approvals, Quality Assurance

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November 11, 2024

Subject: Eagle Quantum Premier, EQ3780 High Speed Deluge Module Cascade Mode

To Whom it May Concern,

Det-Tronics has identified a potential safety risk pertaining to EQ3780 High Speed Deluge Module (HSDM) on FM Approvals Certificate 3013398. Our investigation indicates that there can be an output failure when the HSDM is configured in Cascade Mode.

Det-Tronics has reviewed this issue using the internal PASS (Product and Service Safety) process, which facilitates the assessment of identified product safety risks to understand their root cause and the establishment of action plans to contain and resolve them. The attached notification provides end users details on the failure and direction on required response actions, including a containment solution for customers. Det-Tronics is continuing to evaluate the device for a permanent solution. Upon completion of this evaluation, a project will be opened to formally resolve this issue.

Safety is of paramount importance at Det-Tronics, and we will continue to monitor the integrity of our products in the future. Please contact me if FM Approvals would like to discuss this issue in more detail.

Sincerely,

A handwritten signature in blue ink, appearing to read "Yezihalem Mestfin".

Yezihalem Mestfin
Senior Test and Approvals Manager

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**WARNING: IMPORTANT
PRODUCT SAFETY
NOTICE**

SAFETY NOTICE

33-1012-1.0

Date: November 07, 2024
To: Valued Customer
From: Product Safety Officer
Subject: Important Product Safety Notice - Action Required – EQP HSDM module

We are writing to inform you of an operational issue that may affect the EQP HSDM module in certain configurations and use cases sold for use with Eagle Quantum Premier[®] (EQP) systems.

Our records indicate that your organization may have purchased one or more of this affected product. Please instruct, as appropriate, your sales, design, purchasing, installation and service personnel to read this notice carefully and take the applicable next steps per the Required Field Actions section.

Issue

The EQP HSDM module provides the ultra-high-speed releasing and indicating functions in accordance with fire system codes NFPA 72[®] National Fire Alarm and Signaling Code[®] and NFPA 15 Standard for Water Spray Fixed Systems for Fire Protection to fulfill life safety functions.

The issue that has been identified, if it occurs, may create the potential for a safety issue where a Cascade-configured input or output may fail to activate any output, which could lead to the potential for property damage, personal injury or death.

Module	Issue	Potential Consequence
HSDM	Cascade Mode	Devices such as solenoids connected to the HSDM may fail to activate when input or output channels are configured for Cascade Mode.

Potentially Affected Products

Below is the list of module and system part numbers that are potentially affected and within the scope of the Required Field Actions section.

Part Number	Description	
014031-002	EQ3870DT, HSDM	
014031-001		
000852-011	ULTRA-FDRS 2400	
000852-012	ULTRA-FDRS 3600	
000852-013	ULTRA-FDRS 4800	
000852-022	ULTRA-FDRS 3600 RIO	
000852-023	ULTRA-FDRS 4800 RIO	



Required Field Actions

- 1) If you have any HSDM module input or output channel(s) configured for Cascade Mode verified by checking Wiring Method configuration in S3 (refer to HSDM 95-8782 and S3 95-8560 Instructions), please make the changes indicated in the following table immediately. This will require the use of the EQP configuration tool S3. These changes maintain a Cascade function without the use of the module's channel Cascade Mode.

Channel	Configuration	Change to:
Input Channels 1-6	Wiring Method (in S3) – Cascade. Supervision (in S3) – Opens.	Wiring Method (in S3) – Unsupervised. Supervision (in S3) – None. Wiring – no changes.
Output Channels 1-6	Wiring Method (in S3) – Cascade. Supervision (in S3) – None.	Wiring Method (in S3) – Unsupervised. Supervision (in S3) – None. Wiring – no changes.

After reconfiguring the Wiring Methods, recheck the Activate Output checkboxes for all channels, and the Static Logic checkboxes for all channels in S3. Switching Wiring Methods can change these.

It may also be necessary to modify the user logic in S3 to reflect the channel configuration updates, for example timing of Inhibits may need to be increased.

- 2) Complete and return within **two weeks** the **REPLY TO US** questions at the end of this Safety Notice to the email address provided below. This will ensure further communications on this matter will be sent to you as we continue to investigate this issue.

Contact Information

We thank you for your attention to this matter.

If there are any questions regarding this Safety Notice, please use the following contact information:

Phone: +1 800-765-3473 extension 3
+1 952-941-5665 extension 3
Email: techsupport.det-tronics@carrier.com
Website: det-tronics.com

DocuSign Envelope ID: A06A113F-B0B6-4E7A-8B35-A09A8A9461BA

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REPLY TO Det-Tronics

In order to ensure that this Safety Notice is understood and performed we require you to fill in the information below and submit this document within **two weeks** to the email provided in the **Contact Information** section. This will ensure that you receive further communications on this matter.

I hereby confirm that:

CHECK ONLY ONE:	
<input type="checkbox"/>	As an end user, I have received, read and understand the contents of this Safety Notice. I will save this Safety Notice for reference and will immediately flow down the Safety Notice to appropriate internal personnel and departments.
<input type="checkbox"/>	As a distributor or channel partner, I will immediately communicate this Safety Notice to my potential affected end-customers and ensure that the required actions are performed.

CHECK ONLY ONE:	
<input type="checkbox"/>	I have inspected all HSDM modules and verified that the 'Cascade' function is not being used.
<input type="checkbox"/>	I have inspected all HSDM modules and verified that the 'Cascade' function is being used. I will take the 'Required Field Actions' immediately.
<input type="checkbox"/>	I have been unable to complete the required actions and request further support from Det-Tronics.

Full Name	Date	Signature