



Product Alert for Simplex Time Recorder Co - Firmware Issue

September 6, 2022

Type of Notification: Performance Related Concern

FM Approvals has been made aware of a firmware problem associated with certain Notification Appliances (horns, strobes or combination units) that could result in the device to fail to alarm visually or with sound after a period in excess of 11 months in service.

Company Identity: Tyco Fire Products LP
(listed as Simplex Time Recorder Co in the FM Approval Guide)

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Product Identity: TrueAlert ES Addressable Notification Appliances
Description: Sounders, Horns, Visual Strobes and Combination Units
Make/Model: All FM Approved Models

FM Approval Status: FM Approved

Hazard Involved: Changes made in a prior firmware update (Rev. 2.01) may cause certain Simplex and Autocall branded TrueAlert ES Addressable Notification Appliances to fail to alarm visually or with sound after a period of operation in excess of 11 months. Some but not all impacted Notification Appliances may then “chirp.” This is the result of a firmware problem within the device.

The affected model numbers are contained in the attached table (Shaded cells are branded for Autocall, unshaded cells are branded for Simplex). Affected models are limited to devices manufactured on or after January 19, 2021 (for Xenon type Notification Appliances) and on or after August 19, 2021 (for LED type Notification Appliances) that have been in operation in excess of 11 months.

A field solution will consist of the following:

1. Identification of any failing units, followed by replacement or reprogramming of those devices.
2. Updating the Fire Alarm Control Panel software revision to a newer version that will alleviate the problem.

The details can be found below in the attached Product Safety Alert – Action Notice dated September 1, 2022.

If you suspect you are in possession of any affected Notification Appliances bearing the FM Approvals certification marking, please follow the instructions in the attached Product Safety Alert – Action Notice.

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Product Safety Alert

Action Notice

Date: September 1, 2022

Subject:

Certain Simplex branded TrueAlert ES Addressable Notification Appliances contain a firmware issue that could result in a failure to alarm visually and/or with sound after a period of regular operation.

From:

Tyco Fire Products LP

To:

All Distribution Partners of Simplex Fire Detection Systems containing Simplex branded TrueAlert ES Addressable Notification Appliances

Issue:

Tyco Fire Products has learned that affected Notification Appliances may not alarm visually and/or with sound after a period of regular operation of 11 months or longer ("Impacted Notification Appliances"). Some but not all Impacted Notification Appliances with speakers may then "chirp."

Nature of Issue:

Changes made in a prior firmware update (Rev. 2.01) may cause affected Notification Appliances to not alarm visually and/or with sound after a period of regular operation of 11 months or longer. This issue is resolved through a firmware update to the control panel power supply and may include the replacement of some affected Notification Appliances.

Initiating devices such as smoke sensors and heat sensors are not affected and will alert the control panel of a fire event, which then enables the control panel to alert Central Station Monitoring as required. The control panel will display any fire event visually, and unaffected Notification Appliances will operate as designed. Fire suppression systems such as sprinklers are not affected.

Affected Products:

Simplex branded TrueAlert ES Addressable Notification Appliances (including sounders, horns and visual strobes) manufactured on or after January 19, 2021 (for Xenon type Notification Appliances) and on or after August 19, 2021 (for LED type Notification Appliances).

Exclusions:

- All Addressable Notification Appliances manufactured before January 19, 2021 or after August 18, 2022
- All LED Type Notification Appliances manufactured before August 19, 2021 or after August 18, 2022
- All Addressable Speaker Only Notification Appliances

Actions:

Tyco Fire Products has performed advanced testing and implemented a remedy for the firmware issue. A firmware update to the control panel power supply is required at all sites containing affected Notification Appliances.

To resolve the issues for affected Notification Appliances, the following actions are required:



Product Safety Alert

Action Notice

1. For Simplex systems currently in operation that include affected Notification Appliances:
 - Contact your customers that have affected Notification Appliances directly to implement the firmware update to the control panel power supply as soon as practicable. If you are a Simplex distributor, contact your alarm dealer customers directly to inform them of this issue and direct them to contact their end user customers that have affected Notification Appliances and take these corrective actions as soon as practicable. Sites with Notification Appliances that have been in regular operation for 11 months or longer are more likely to have Impacted Notification Appliances and should be prioritized.
 - Once onsite, test the system in accordance with the testing instructions located at www.Simplex-Fire.com to confirm normal operation.
 - If Impacted Notification Appliances are identified during the testing process, replace the Impacted Notification Appliances and complete the control panel power supply firmware update to Rev 2.01.02. If you do not have sufficient additional Notification Appliances to replace all Impacted Notification Appliances, replace as many as possible, proceed with the control panel power supply firmware update to Rev 2.01.02, and replace the remaining Impacted Notification Appliances as soon thereafter as practicable.
 - Additional system testing may be required by local regulations following the control panel power supply firmware update.
2. For affected Notification Appliances currently in inventory:
 - Affected Notification Appliances in your inventory can only be used with Simplex systems that have received the control panel power supply firmware update Rev 2.01.02.
 - Prior to installing any affected Notification Appliances in a new or existing Simplex system, install (or confirm the prior installation of) the control panel power supply firmware update Rev 2.01.02.
 - Additional system testing may be required by local regulations following the control panel power supply firmware update.
3. For new Notification Appliances manufactured after August 18, 2022:
 - Tyco Fire Products has implemented a firmware upgrade on new Notification Appliances manufactured after August 18, 2022, and no action is required for those Notification Appliances.

Reporting and Return of Impacted Notification Appliances:

- All Impacted Notification Appliances that are replaced in accordance with the above instructions must be returned to Tyco Fire Products. Additional guidance on the return process will be communicated separately.
- Tyco Fire Products will compensate Simplex dealers for time spent addressing this issue.
- Additional guidance on how to document and report end user notifications, corrective actions and to request compensation will be communicated separately.
- Contact Tyco Fire Products with any additional questions:
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 - LATAM: Edgar Alvarez edgar.alvarez@ici.com +52 5554012883
 - EMEA: Mike Stonehouse michael.stonehouse@ici.com +44 18 1259 4074
 - APAC: Thomas Fung thomas.fung@ici.com +65 9730720

Affected Model Numbers:

Model	Latest Project	Model	Latest Project	Model	Latest Project	Model	Latest Project
49AO-APPLC	3061837	49SV-APPLW-O-BA	3063334	59AV-WWFABH-BA	3053828	A49HFVH-APLCB-BA	3063463
49AO-APPLC-BA	3061837	49SVH-APPLC-CO	3063334	59AV-WWFABO-BA	3053828	A49HFVH-APPLC	3063463
49AO-APPLC-O	454773	49SVH-APPLC-O	3063334	59AV-WWF-BA	3053828	A49HFVH-APPLC-BA	454591
49AO-APPLC-O-BA	454773	49SVH-APPLC-O-BA	3063334	59AV-WWFH-BA	3053828	A49MTV-APPLW	3063463
49AO-APPLW-BA	3061837	49VO-APPLC	3061837	59AV-WWFO-BA	3053828	A49MTV-APPLW	3063463
49AO-WRF	3046306	49VO-APPLC-BA	3061837	59VO-APPLWR	3053828	A49SV-APPLC	3063463
49AO-WRF-BA	3046306	49VO-APPLW-BA	3061837	59VO-APPLWRH	3053828	A49SV-APPLC-BA	3063463
49AO-WRS-BA	3046306	49VOH-APPLC-BA	3061837	59VO-APPLWRH-O	3053828	A49SV-APPLW	3063463
49AO-WWF	3046306	49VO-APPLW-O-BA	3061837	59VO-APPLWR-O	3053828	A49SV-APPLW-BA	3063463
49AO-WWF-BA	3046306	49VOH-APPLC	3061837	59VO-APPLWW	3053828	A49SV-APPLW-O	454591
49AV-APPLC	3061837	49VOH-APPLCA-BA	3061837	59VO-APPLWWH	3053828	A49SVH-APPLC	3063463
49AV-APPLC-BA	3061837	49VOH-APPLC-BA	3061837	59VO-APPLWWH-O	3053828	A49SVH-APPLC-BA	3063463
49AV-APPLW	3046306	49VOH-APPLCB-BA	3061837	59VO-APPLWW-O	3053828	A49SVH-APPLC-O	454591
49AV-APPLW-BA	3061837	49VOH-APPLC-CO	454773	59VO-WRF	3053828	A49VO-APPLC	454591
49AV-APPLW-CO	3046306	49VOH-APPLCG-BA	3063334	59VO-WRFAB	3053828	A49VO-APPLC-BA	454591
49AV-APPLW-O	3046306	49VOH-APPLC-O	454773	59VO-WRFAB-BA	3053828	A49VO-APPLWE	3063463
49AV-APPLW-O-BA	3061837	49VOH-APPLC-O-BA	454773	59VO-WRFABH-BA	3053828	A49VO-APPLW-O	3063463
49AVH-APPLC	3061837	49VOH-APPLCR-BA	3063334	59VO-WRFABO	3053828	A49VO-APPLW-O-BA	454591
49AVH-APPLCA-BA	3061837	49VO-WRFO	3046306	59VO-WRFABO-BA	3053828	A49VOH-APPLC	454591
49AVH-APPLC-BA	3061837	49VO-WWF	3046306	59VO-WRF-BA	3053828	A49VOH-APPLCA-BA	454591
49AVH-APPLCB-BA	3061837	59AO-APPLWR	3053828	59VO-WRFH-BA	3053828	A49VOH-APPLC-BA	454591
49AVH-APPLC-CO	454773	59AO-APPLWR-O	3053828	59VO-WRFO	3053828	A49VOH-APPLC-BA	454591
49AVH-APPLCG-BA	3063334	59AO-APPLWW	3053828	59VO-WRFO-BA	3053828	A49VOH-APPLCB-BA	454591
49AVH-APPLC-O	454773	59AO-APPLWW-O	3053828	59VO-WWF	3053828	A49VOH-APPLCG-BA	454591
49AVH-APPLC-O-BA	454773	59AO-WRS	3053828	59VO-WWFAB	3053828	A49VOH-APPLCR-BA	454591
49AVH-APPLCR-BA	3063334	59AO-WRS-BA	3053828	59VO-WWFAB-BA	3053828	A59AO-APPLWR	3063463
49AV-WRF	3046306	59AO-WRSO	3053828	59VO-WWFABH-BA	3053828	A59AO-APPLWR-O	3063463
49AV-WRF-BA	3046306	59AO-WRSO-BA	3053828	59VO-WWFABO-BA	3053828	A59AO-APPLWW	3063463
49AV-WRFO	3046306	59AO-WWS	3053828	59VO-WWF-BA	3053828	A59AO-APPLWW-O	3063463
49AV-WRFO-BA	3046306	59AO-WWS-BA	3053828	59VO-WWFH-BA	3053828	A59AV-APPLWR	3063463
49AV-WRQ-BA	3046306	59AO-WWSO-BA	3053828	59VO-WWFO-BA	3053828	A59AV-APPLWRH	3063463
49AV-WRS-BA	3046306	59AV-APPLWR	3053828	A49AO-APPLC	454591	A59AV-APPLWRH-O	3063463
49AV-WWF	3046306	59AV-APPLWRH	3053828	A49AO-APPLC-BA	454591	A59AV-APPLWR-O	3063463
49AV-WWF-BA	3046306	59AV-APPLWRH-O	3053828	A49AO-APPLW	3063463	A59AV-APPLWW	3063463
49CHO-APPLW	PR451604	59AV-APPLWR-O	3053828	A49AV-APPLC	454591	A59AV-APPLWWH	3063463
49CHO-APPLW-BA	PR451604	59AV-APPLWW	3053828	A49AV-APPLC-BA	454591	A59AV-APPLWWH-O	3063463
49HFVH-APPLCG-BA	3063334	59AV-APPLWWH	3053828	A49AV-APPLW	3063463	A59AV-APPLWW-O	3063463
49HFVH-APPLCR-BA	3063334	59AV-APPLWWH-O	3053828	A49AV-APPLW-O	3063463	A59VO-APPLWR	3063463
49MT-APPLW	3052395	59AV-APPLWW-O	3053828	A49AV-APPLW-O-BA	454591	A59VO-APPLWRH	3063463
49MT-APPLW-BA	3052395	59AV-WRF	3053828	A49AVH-APPLC	454591	A59VO-APPLWRH-O	3063463
49MTV-APPLW	3052395	59AV-WRFAB	3053828	A49AVH-APPLCA-BA	454591	A59VO-APPLWR-O	3063463
49MTV-APPLW-BA	3052395	59AV-WRFAB-BA	3053828	A49AVH-APPLC-BA	454591	A59VO-APPLWW	3063463
49MTV-WRF	3052395	59AV-WRFABH	3053828	A49AVH-APPLCB-BA	454591	A59VO-APPLWWH	3063463
49MTV-WRF-BA	3052395	59AV-WRFABH-BA	3053828	A49AVH-APPLCG-BA	454591	A59VO-APPLWWH-O	3063463
49MTV-WRS-BA	3052395	59AV-WRFABO	3053828	A49AVH-APPLCR-BA	454591	A59VO-APPLWW-O	3063463
49MTV-WWF	3052395	59AV-WRFABO-BA	3053828	A49CHO-APPLW	454591		
49MTV-WWF-BA	3052395	59AV-WRF-BA	3053828	A49CHO-APPLW-BA	454591		
49MTV-WWS-BA	3052395	59AV-WRFH	3053828	A49CHV-APPLW	454591		
49MT-WRF	3052395	59AV-WRFH-BA	3053828	A49CHV-APPLW-BA	454591		
49MT-WWF	3052395	59AV-WRFO	3053828	A49HFV-APPLC	3063463		
49MT-WWF-BA	3052395	59AV-WRFO-BA	3053828	A49HFV-APPLC-BA	3063463		
49MT-WWS-BA	3052395	59AV-WWF	3053828	A49HFV-APPLW	3063463		
49SV-APPLW-CO	3063334	59AV-WWFAB	3053828	A49HFV-APPLW-BA	3063463		
49SV-APPLW-O	3063334	59AV-WWFAB-BA	3053828	A49HFVH-APLCA-BA	3063463		