



By Appointment to
Her Majesty The Queen
Manufacturers of Fire Detection & Alarm Products
Apollo Fire Detectors Limited
Hampshire



11 NOVEMBER 2020

Technical Bulletin (TB-2005): Proximity Fault Soteria Dimension Optical Detectors (FL5100-600 & FL6100-600)

Reason for notification:

It has been noted that in isolated instances, Soteria Dimension could go into Proximity fault (Analogue Value 4) when exposed to very high levels of loop/electrical noise.

Details of notification:

Apollo has noted that in rare cases, where installations exhibit high loop/electrical noise, Soteria Dimension can temporarily go into Proximity Fault. In such instances, devices can remain in a fault condition for 2-5 minutes. While in Proximity Fault, the reporting of alarms is intentionally suppressed and therefore will not activate in the presence of smoke.

Apollo has undertaken work to increase the resilience of the product to loop/electrical noise. The latest software release for Soteria Dimension optimises the performance of the detectors in conditions of excessive noise. This came into effect from 30th October 2020 - Build dates code 201030 (YYMMDD).



Instructions on what to do:

Any Proximity Faults caused by excessive loop/electrical noise are usually recognised during the commissioning of the system; it could be that these are not identified until the annual system checks. To avoid any unnecessary customer concerns, we will replace devices reporting Proximity Fault due to excessive loop/electrical noise. Please check your Fire Panel logs for Proximity Faults (Analogue Value 4). If you suspect any Analogue Value 4 faults on any Soteria Dimension devices, please send the corresponding log files to Apollo Technical Sales (techsales@apollo-fire.com) for review and potential replacement.

Questions:

Should you have any further questions, please don't hesitate to contact:

techsales@apollo-fire.com or returns@apollo-fire.com

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Apollo Fire Detectors Limited

36 Brookside Road, Havant, Hampshire, PO9 1JR, UK

t +44 (0)23 9249 2912 f +44 (0)23 9249 2754 e sales@apollo-fire.co.uk

www.apollo-fire.co.uk

Apollo Fire Detectors Ltd. Registered in England No. 1483208

Registered Office: 36 Brookside Road, Havant, Hampshire, PO9 1JR VAT Registration No. GB 339 0553 54