



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



22ND JULY 2021

Technical Bulletin (TB-2102): Intelligent Reflective Beam Detector - Auto-Aligning SA7100-100APO

Reason for notification:

This product is on hold, following a small number of in-field failures. The failure is identified by the detector and reported by the panel. This failure is being investigated to identify a solution and to restart supply.

Detail:

A fault is being reported by the low-level controller, and panel, shortly after installation, typically within 5 weeks. The beam detector does NOT detect smoke once in this fault state and needs to be replaced.

We are investigating this fault to identify the source and develop a solution. We are also working to put in place a pre-test to allow non-fault product to be shipped.

Timing: the fault identification is ongoing and we anticipate resolution within 12 weeks from the date of this letter. This is dependent on the complexity of the resolution required.

As soon a pre-test is proven to deliver error-free product, units will be shipped to customers returning devices.

The product affected is:

Item number	Item Name
SA7100-100APO	Intelligent Reflective Beam Detector - Auto-Aligning

Alternative:

An alternative solution is the use of a switch monitor and conventional Reflective Beam Detector.

Two options for the switch monitor are available, only one switch monitor is needed per Beam Detector.

Option 1:

Item number	Item
55000-760	XP95 DIN-Rail Mini Switch Monitor Module – Iso
29650-069	Conv. Reflective Beam Detector - Auto-Aligning

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Option 2:

Item number	Item
SA4700-100APO	Intelligent Switch Monitor Module
29650-069	Conv. Reflective Beam Detector - Auto-Aligning

To return a product contact: returns@apollo-fire.com for an RMA

Questions:

Should you have any further questions, please don't hesitate to contact your account manager or techsales@apollo-fire.com

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