Product Safety Alert
Action Notice

Date: September 1, 2022

Subject:
Certain Autocall 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 Autocall Fire Detection Systems containing Autocall 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:
Autocall 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:

1. *For Autocall 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 an Autocall 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.Autocall.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 Autocall 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 Autocall 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 Autocall 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:
     - North America: +1 833-716-3329
     - LATAM : Edgar Alvarez edgar.alvarez@jci.com +52 5554012683
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