

30 Apr 2021

SmokeSight 10

Product Bulletin No.1

SmokeSight – Smoke alarm, wireless network connection loss

Symptom

Wireless network setup difficulty when >5 alarms, or
Radio Interlink Loss Alert (Slave Lost) - 2 White LED Flashes/Beeps, or
Radio Interlink Loss Alert (Master Lost) - 3 White LED Flashes/Beeps, or

Units affected

Only units that meet all of the following conditions are affected:

- Part#SS10MAMA or SS10LNAN, and
- Date of Manufacture DOM: 06-2020-01, and
- Shipped from us before 25 Mar 2021

Safety Exposure

Nil

Problem

Smoke alarm, radio interlink software bug that appears in the following circumstances:

- During initial setup when the wireless network comprises >5 alarms
- During normal operations when the wireless network comprises >5 alarms and a network interruption occurs due to:
 - Poor radio path caused by heavy weight building materials or long distances
 - Removal of Option Card batteries
 - Electrical noise caused by switching of air conditioners, solar inverters, lightning

Customer Action

If the symptoms above have been experienced:

- Press the Test+Hush button on all sounding alarms to silence them for 8 hours. This temporary silence can be repeated.
- Remove the SmokeSight alarm, remove the batteries, place in a dust free plastic bag and return to Redbusbar for reprogramming. The ceiling mounted base can remain installed.

If the symptoms above have not been experienced:

- If you wish, remove the SmokeSight alarm, remove the batteries, place in a dust free plastic bag and return to Redbusbar for reprogramming. The ceiling mounted base can remain installed.

- Do nothing other than normal maintenance. If / when the symptoms arise follow the above actions

Detail

In March 2021 we received information from a customer reporting the symptoms described after 1 week of operation. Investigations revealed that a software bug prevented automatic radio path optimisation in the event of a radio network interruption.

The SmokeSight wireless network is a mesh radio network that is designed to find the best path for communications from the master alarm to any slave alarm. Each slave alarm does not have to directly connect to the master alarm. Intermediate slave alarms can pass messages from the master to other slave alarms. If radio path obstructions emerge or message interruptions occur, the network automatically finds alternate paths to communicate messages.

The bug prevented the network re-connection arising sometimes during setup and sometimes during normal operations following a network interruption.

A fix for the bug has now been implemented and tested. In future, only permanent network interruptions should cause this alarm.

We will reprogram and return the affected SmokeSights at our cost. Normal warranty will be unaffected.