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SmokeSight 10

Product Bulletin No.2

SmokeSight – Smoke alarm sensor, contaminant sensitivity

Symptom

3, low volume chirps every 40 to 50 secs. No corresponding LED indications. Chirping is local to an individual smoke alarm unit.

Units affected

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

- Part#SS10MANN or #SS10MAMA or SS10LNAN, and
- Date of Manufacture DOM: 06-2020-01, and
- Received by you before 27 Apr 2021

Safety Exposure

Nil

Problem

Smoke alarm has been exposed to lint or fibre contaminants, and

Internal smoke sensor, component failure threshold too high

Customer Action

If the symptoms above have been experienced:

- Clean the smoke alarm, sensor chamber using a vacuum or clean, dry, compressed air (available in a can). Do not use an air compressor as the air is not dry or clean. Place the nozzle near the alarm lip and adjacent to the wording “To remove – Push rear tab <<< slide” as follows:

- 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 April 2021 we received information from a customer reporting the symptoms described after 4 months of operation. On site investigations revealed that lint and fibre were present in the smoke sensor.

As photoelectric smoke alarms are designed to detect the scattering of light bouncing off small, smoke particles, light scattering off lint and fibres are also detected. That is why authorities recommend the regular cleaning of all photoelectric smoke alarms.

SmokeSights incorporate a feature that compensates for the build of contaminants that naturally occurs over time. SmokeSights also incorporate a feature that detects a failure of the smoke sensor components.

In this case, compensation for the introduction of contaminants into the smoke sensor had been made, however rapid movement of a contaminant was misinterpreted as a failure of the smoke sensor components. The fact that the smoke sensor, component failure threshold was set too high, added to this alarm sensitivity.

A fix for the threshold setting has now been implemented and tested. In future, only genuine component failures should cause this alarm.

Note that the introduction of contaminants did not cause a false smoke alarm that sounded dwelling wide. Whilst it is our intention to design a nuisance free smoke alarm, there will be a point that if the contaminant level is too high, the smoke threshold will be exceeded and a dwelling wide alarm will sound. For this reason it is important to maintain all smoke alarms and if you are aware of a reason that high levels of airborne contaminants will be present eg spray painting, cover or remove your smoke alarms during this time.

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