

Safety Bulletin

 FIRE-LITE® ALARMS
by Honeywell

MS-5012 Limited Product Replacement

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Dear Business Leader:

Please be advised that some MS-5012 panels produced from January, 2007 through May, 2007, may contain an incorrectly installed component. These panels must be returned to the factory for credit and replacement. Customers can identify the affected range of installed products by locating the date code label installed on either of the two terminal blocks as shown in the photo. This date code will be in the range: 0207-1907 indicating product manufactured the second week of 2007 through the 19th week of 2007.



An impacted panel will announce a local trouble with the local piezo trouble sounder activated upon failure. For those panels with enabled communicators, the 24-hour test call to the central station will fail indicating non-operation. The display will indicate a continuously flashing number 8 (eight)".

To avoid the potential of a field failure, all MS-5012 panels manufactured during this period must be replaced immediately.

For unsold product remaining on distribution shelves, the date code range can be determined by the colored sticker on the carton as follows:



Jan-07



Feb-07



Mar-07



Apr-07



May-07

Firelite will provide replacement boards through its normal distribution channel. Please call your Customer Service Representative to request an RMA and to place a new order for part number **5012RW**. Dealer/Installers must return the affected product to the distributor where it was originally purchased. Once a replacement part is obtained, please use the same packaging to return the original replaced board.

Since not all production was affected, dealer/installers, at their option may call tech support at 1-800-627-3473 to assist them in determining if a panel is one of the affected units.

Fire-Lite apologizes for this inconvenience and appreciates your patience and continued business.

Sincerely,

Nick Martello
FireLite Marketing Director

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