



Safety Notice



Mar-2021

SN2021-004

ZP2 Ziton panel firmware v3.7.10

Introduction

As a responsible manufacturer and distributor of fire safety products, product safety is always our first priority. Given their life safety and property protection function, the performance and reliability of our products in your end-use applications are of paramount importance to us.

This Safety Notice is to inform you of a potential safety issue which may occur in certain circumstances with ZP2 Ziton control panels operating with specific firmware 3.7.10 versions in combination with

- 1) wireless notification and wireless output module products (Refer Table 1) connected via RLM/HUB (Radio Loop Modules).
- 2) MCP's (Manual call points) (Refer Table 2) when configured in (enabled) AVF mode (Auto Verification)
- 3) ZP800 series MCP's (Manual call points) (Refer Table 3), if and when the positive line in a loop has a short to earth

If either of the above system configurations exist, there may be a delayed notification which creates a potential for property damage, personal injury or death (see Issues below).

Action is required on your part (see Required Field Action).

Please instruct your sales, design, purchasing, installation and service personnel to read the below carefully and take the Required Field Actions.

If you are a distributor and/or have sold the products listed in Potentially Affected Product to an end-customer, then please follow the instructions provided below.

Issue 1

This particular issue is applicable only to end user applications with ZP2 control panel (with more than one loop) having firmware versions 3.7.10F/G in combination with wireless notification and wireless output module products (Refer Table 1) connected via RLM/HUB (Radio Loop Modules). Refer to Appendix 1 to identify Potentially Affected System Configuration.

When a MCP (Manual Call Point) is activated in the above configuration, there is a potential panel lock up for 90 seconds. The panel does notify the MCP alarm (alarm LED and alarm message) but the user interface does not respond, nor do the wireless notification and wireless output modules activate during this lock up time. After 90 seconds, the wireless notification and wireless output modules activate, and the user interface is operative again.

This issue occurs under the above conditions, therefore the issue can be detected during installation, commissioning and maintenance when testing all devices. Note, if the panel enters into alarm via a detector, the wireless notification and wireless output modules are activated, and the user interface responds normally.

Issue 2

This particular issue is applicable only to end user applications with ZP2 control panel having firmware versions 3.7.10F/G/H in combination with MCP's (Refer Table 2) that have been configured in AVF mode. Refer to Appendix 2 to identify Potentially Affected System Configuration.

When a MCP is activated in the above configuration, the panel detects a system fault and is rebooted. After panel reboot (5-6 minutes), the alarm is reported properly if the MCP is still activated.

This issue occurs under the above conditions, therefore the issue can be detected during installation, commissioning and maintenance when testing all devices.

Note, AVF mode (Auto Verification also known as Alarm Verification) is used for detectors only and is not applicable for MCP's.

Issue 3

This particular issue is applicable only to end user applications with ZP2 control panel (with more than 1 loop) having firmware versions 3.7.10F/G/H and if the positive line in a loop has a short to earth/ground (correctly indicated in the panel as a ground fault). Refer to Appendix 3 to identify Potentially Affected System Configuration.

When a ZP800 series MCP (Refer Table 3) is activated in the above, the panel UI freezes (3 minutes) and then reboots (5-6 minutes) delaying the notification of the alarm a total of 8-9 minutes.

If an alarm notification is in progress, the notification will stop during 8-9 minutes and will continue after this time.

Commissioning and testing procedures would identify if there is a ground fault in the system (indicated in the panel), therefore the issue can be detected during installation, commissioning and maintenance when testing all devices.

Potentially Affected Products

The below tables list the Products Potentially Affected. Refer to the appendix section to identify the affected configurations.

Table 1: Products Potentially Affected - Ziton Wireless Notification and Output Module Products.

Part number	Description
ZR455-3R	ZR455-3R Radio Sounder Complete With Battery Pack (Red)
ZR455-3W	ZR455-3W Radio Sounder Complete With Battery Pack (White)
ZR455V-3RA	ZR455V-3RA Radio Sounder/Visual Indicator w/ Battery Pack (Red w/ Amber Lens)
ZRC466-3C	ZRC466-3C Wireless Sounder/Beacon, Ceiling Mount w/ Battery Pack (Red w/ Clear Flash)
ZRW460-3C	ZRW460-3C Wireless Beacon, Wall Mount w/ Battery Pack (Red w/ Clear Flash)
ZRW466-3C	ZRW466-3C Wireless Sounder/Beacon, Wall Mount w/ Battery Pack (Red w/ Clear Flash)
ZRW466-3WC	ZRW466-3WC Wireless Sounder/Beacon, Wall Mount w/ Battery Pack (White w/ Clear Flash)
ZR451-3	ZR451-3 Radio Input/Output Unit Complete With Battery Pack
ZR4-RL	Wireless Remote Indicator w/ ZR401-RL Base & Batt.
ZRW460-3WC	ZRW460-3WC Wireless Beacon, Wall Mount w/ Battery Pack (White w/ Clear Flash)
FC-60-2000	Wireless Door Controller (Black)
FC-60-2010	Wireless Door Controller (White)

Table 2: Products Potentially Affected - Ziton MCP's (Manual Call Points).

172101	ZP785-3 Flush Mount Addressable MCP w/ EN54 Marking (RED)
172104	CL785-3 Flush Mount Addressable MCP w/ EN54 Marking (RED) /CLYMAC (ZP785-3)
172115	ZP785-3-SW Surface Mount Addressable MCP w/ EN54 Marking (RED) w/ Hinged Cover
ZP785-3S30	ZP785-3 Flush Mount Addressable MCP w/ EN54 Marking (RED) /CHUBB
ZP785KS-N	ZP785 Addressable MCP RED, 2-Pos. Key Switch, Surface Mount
ZP787-3	ZP787-3 ZP7 Addressable MCP, RED, Surface Mount w/ Glass, IP67
ZP885	Intelligent Addressable Manual Call Point - Ziton (Red)
ZP885S06	Intelligent Addressable Manual Call Point - Swedish Ziton (Red)
ZP885S27	Intelligent Addressable Manual Call Point - English Ziton (Red)
ZP885S30	Intelligent Addressable Manual Call Point - Chubb (Red)
ZP885SCL	Intelligent Addressable Manual Call Point - Clymac (Red)
ZP885W	Intelligent Addressable Manual Call Point - Ziton (White)
ZP887	Intelligent Addressable Manual Call Point - Weatherproof Ziton (Red)
ZP887S27	Intelligent Addressable Manual Call Point - Weatherproof English Ziton (Red)

Table 3: Products Potentially Affected - Only Ziton ZP800 series MCP's (Manual Call Points).

ZP885	Intelligent Addressable Manual Call Point - Ziton (Red)
ZP885S06	Intelligent Addressable Manual Call Point - Swedish Ziton (Red)
ZP885S27	Intelligent Addressable Manual Call Point - English Ziton (Red)
ZP885S30	Intelligent Addressable Manual Call Point - Chubb (Red)
ZP885SCL	Intelligent Addressable Manual Call Point - Clymac (Red)
ZP885W	Intelligent Addressable Manual Call Point - Ziton (White)
ZP887	Intelligent Addressable Manual Call Point - Weatherproof Ziton (Red)
ZP887S27	Intelligent Addressable Manual Call Point - Weatherproof English Ziton (Red)

Implemented Action

To remedy these potential issues the ZP2 control panel firmware has been updated to version 3.7.23B.

Required Field Action

Given their life safety and/or property protection function, the performance and reliability of our products in end-use applications and/or life safety systems are of paramount importance to us. We are confident that this is also of the highest importance to your company. Therefore, we ask you to complete the steps below for the Potentially Affected Products described above:

If within the affected configuration, perform the mandatory upgrade to the latest firmware v3.7.23B as soon as possible.

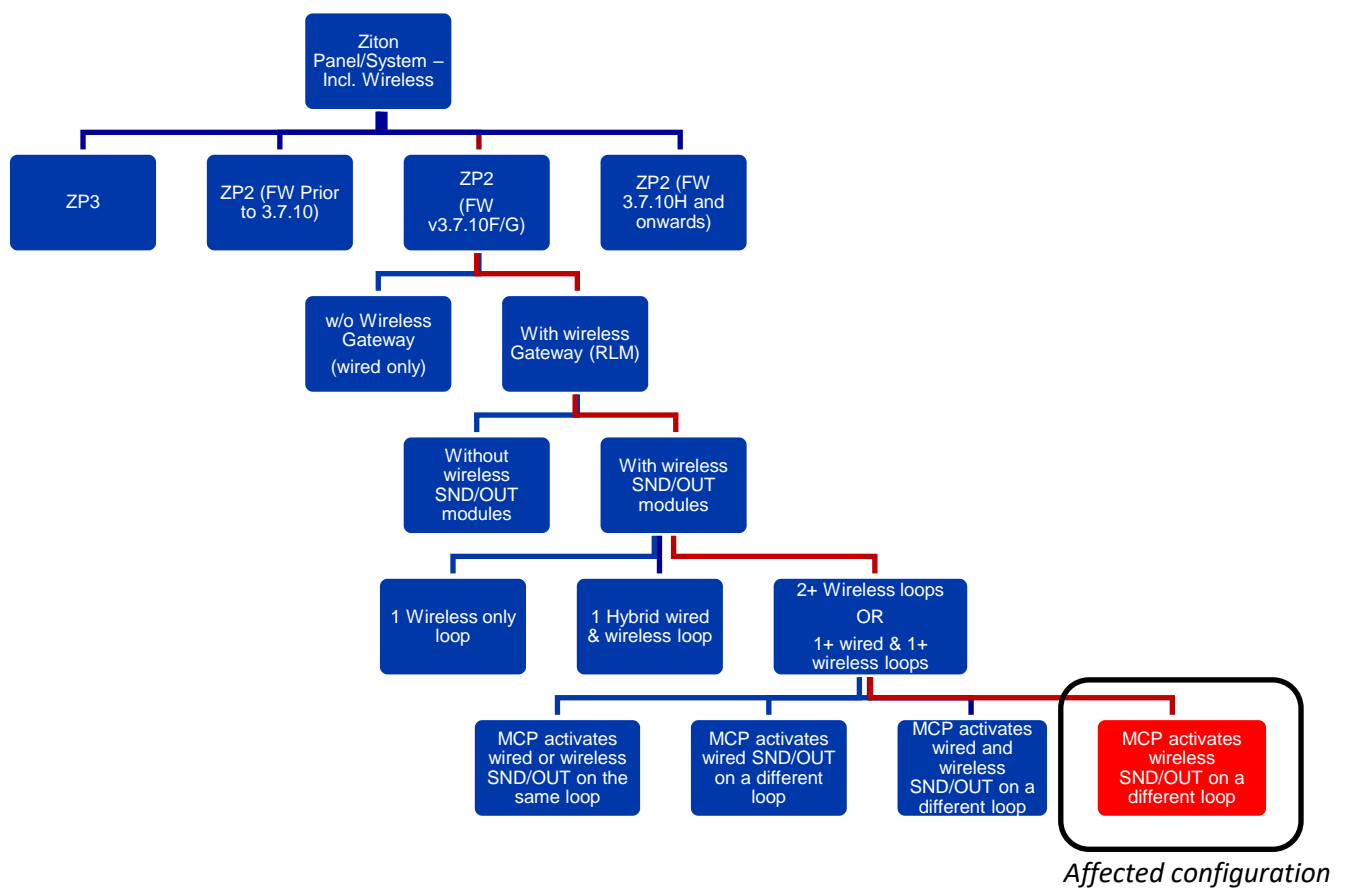
Next Steps

1. Review your records for the Potentially Affected Product (see above details) to determine which products require upgrade to firmware version 3.7.23B.
2. Complete the Acknowledgement Form and return it to Remediation.fsp.emea@carrier.com
3. Notify the affected end-customers of the Issue using this Safety Notice. Keep records of your transmittals for reporting purposes.
4. Contact Technical Support to obtain the no charge required firmware version 3.7.23B.
5. Schedule the mandatory upgrade as soon as possible.
6. Visit the affected sites and perform the Required Field Action as soon as possible. Complete the Remediation Tracking Form and return to Remediation.fsp.emea@carrier.com

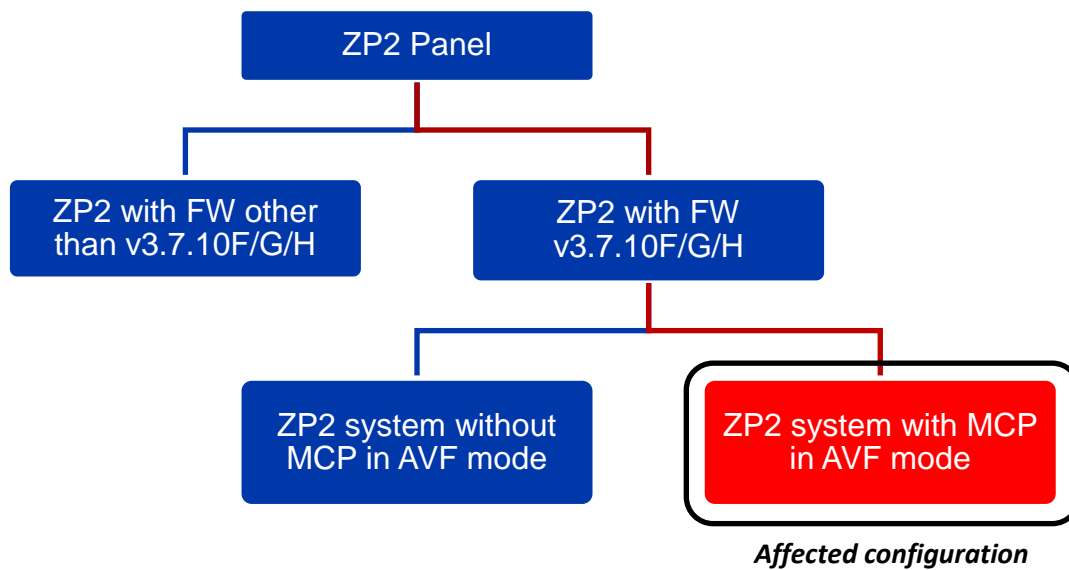
Questions or Concerns

We thank you for your attention to this matter. If you have any questions or concerns, please contact your Technical Support or Sales Representative.

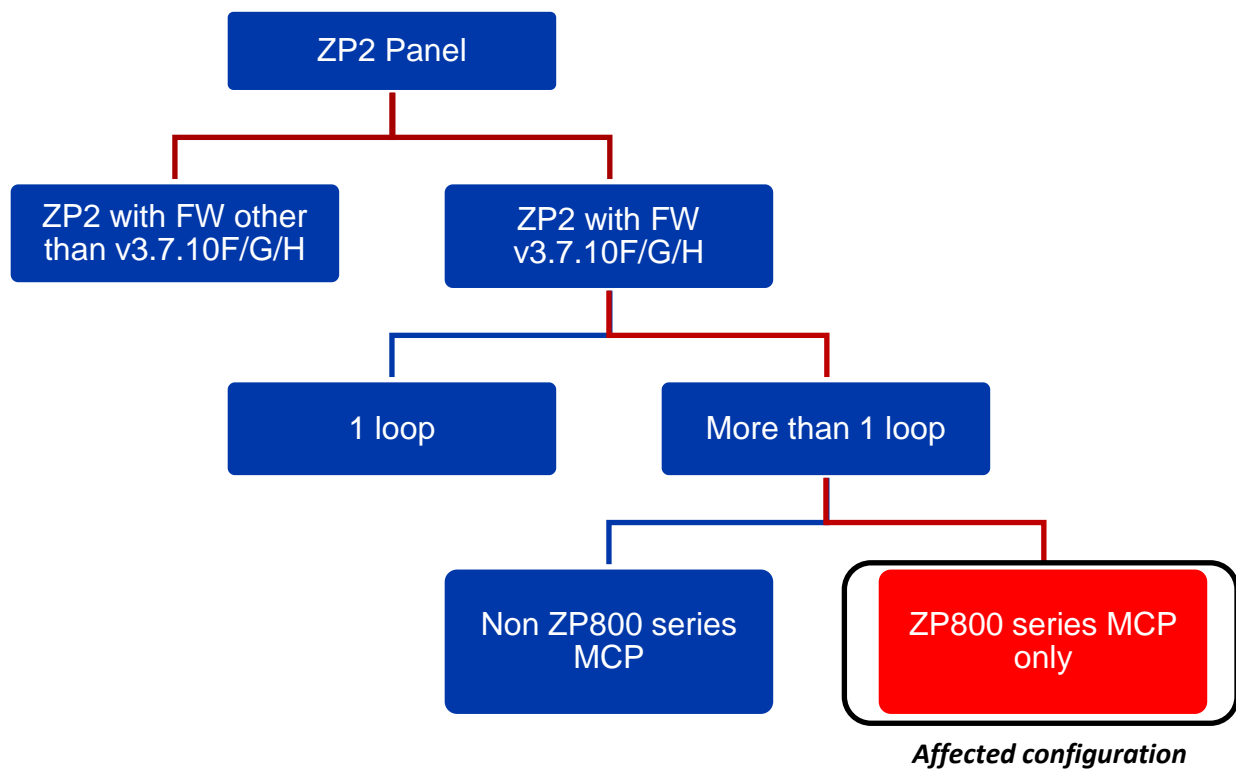
Appendix 1: To identify Potential Affected System Configuration in combination with - Wireless Notification and Output Module Products



Appendix 2: To identify Potential Affected System Configuration in combination with
– MCP's in AVF mode



Appendix 3: To identify Potential Affected System Configuration in combination with
– ZP800 series MCP's





**Customer Acknowledgement Form
Reference Safety Notice SN2021-004**

The referenced Safety Notice requires the mandatory Firmware upgrade of ZP2 Ziton Fire panels operating with v3.7.10.

In order to ensure that our Channel Partners have received and are clear on the program outlined in the above Safety Notice, we require your designated officers to acknowledge receipt of the package by completing the information below and returning this document to us within 2-weeks of the date of the Safety Notice.

Please ensure that all sections are completed and that the document is signed by a designated company officer.

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Please fill in your information:

Date:		Account #:	
Company Name:			
Invoicing Address:			
Designated Officer Name:			
Job Title:			
Phone:		Email:	

I have received and understand the Safety Notice SN2021-004 and associated attachments and have saved them for further reference.

Please check what applies

<input type="checkbox"/>	I have already carried out the Firmware upgrade into version 3.7.23B as part of normal service of the potentially affected products.
<input type="checkbox"/>	I will perform the remediation Firmware upgrade into version 3.7.23B, will contact Technical support to obtain the required firmware and will regularly report back on our status and progress, including total number of upgrades carried out using the Remediation Completion Form.
<input type="checkbox"/>	I do not wish to participate in this Remediation Program and I do not require Carrier to provide me with the necessary Firmware upgrade into version 3.7.23B to keep my system line with safety standards. <u>Please explain why:</u>

Please print the Designated Officer name and signature below.

Print Name

Signature



Customer Acknowledgement Form
Reference Safety Notice SN2021-004

Please email the completed document to Remediation.fsp.emea@carrier.com

If you have any questions or concerns, please contact Technical Support or Sales Representative.



Remediation Tracking Form
Reference Safety Notice– SN2021-004

Please use this form to collect data regarding your Fire Panel as indicated in the above referenced Safety Notice.

1. Read the above Safety Notice and instructions prior to filling this form.
2. Instruction – collect the overview of your ZP2 system.
3. Completely fill in the following tables, using additional copies as needed.
4. Return the filled form to Remediation.fsp.emea@carrier.com when the upgrade is complete. Mandatory upgrades are to be completed as soon as possible and not to exceed next service.

Carrier takes privacy-related obligations very seriously. Therefore, prior to providing Personal Information to us, please note that you are the Controller of such Personal Information and responsible for all obligations contained in any privacy law, including the new EU General Data Protection Regulation, with respect to that data.

OWNER INFORMATION

Date:			
Company Name:			
Company Address:			
Contact Person:			
Contact Person Phone:		Email:	

PANEL INSTALLATION ADDRESS

Site Name:			
Address:			
Contact Person:			
Contact Person Phone:		Email:	

SYSTEM SERVICED BY

Distributor Name:			
Address:			
Contact Person:			
Contact Person Phone:		Email:	



Remediation Tracking Form
Reference Safety Notice– SN2021-004

DETAILS OF FIRE DETECTION SYSTEM REQUIRED BY US TO DETERMINE IF IMPACTED BY THE ISSUE

#	Panel Name	Issue number (1, 2, 3) To identify, refer to Issue descriptions – Safety Notice SN2021-001	Affected configuration (Yes/No) To identify affected configuration, refer Appendix I, II and III, Safety Notice SN2021- 001	FW version
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Please enter any other information you would like to provide:

I certify that the information provided above is true and accurate to the best of my knowledge.

Print Name	Signature	Date