10 JULY 2020

Technical Bulletin (TB-2003): Apollo Flame Detectors

Reason for notification:

We have been notified by our suppliers that an operational issue has been identified with the sensor components in certain Apollo Flame Detector products. We understand from our supplier that in a small number of cases the IR sensor may not be calibrated correctly, resulting in misinterpretation of signal received and potentially the Flame Detector not responding to a flame. We also understand that this issue may not be detected by the Flame Detector Test Set (29600-226) or the internal device self-test. This impacts our multiple-IR detectors; IR3 & UV/IR2, but not the UV-only flame detectors.

The products potentially affected are:

Item number	Item Name
55000-019APO	Conventional Flame Detector (IR3) [SIL2]
55000-020APO	XP95 Flame Detector (IR3)
55000-021APO	XP95 Exd Flame Detector (IR3) - Flameproof
55000-023APO	XP95 Flame Detector (UV/IR2) - Base Mounted
55000-024APO	XP95 Flame Detector (IR3) - Base Mounted
55000-028MAR	XP95 Marine Flame Detector (UV/IR2) - Base Mounted
55000-029MAR	XP95 Marine Flame Detector (IR3) - Base Mounted
55000-034MAR	XP95 Marine Flame Detector (IR3) - Stainless Steel
55000-060APO	Conventional Flame Detector (IR2) [SIL2]
55000-061APO	Conventional Exd Flame Detector (IR2) - Flameproof [SIL2]
55000-062APO	Conventional Exd Flame Detector (IR3) - Flameproof [SIL2]
55000-063APO	Conventional I.S. Flame Detector (IR3) [SIL2]
55000-064APO	Conventional Flame Detector (UV/IR2) [SIL2]
55000-065APO	Conventional Exd Flame Detector (UV/IR2) - Flameproof [SIL2]
55000-280APO	XP95 Flame Detector (IR2)
55000-280RUS	XP95 Flame Detector (IR2)
55000-295APO	XP95 Exd Flame Detector (IR2) – Flameproof
29600-226	Flame Detector Test Set

Details of notification:

Despite the reported number of field failures being very low, there is an underlying risk of the above products not responding to a flame. Therefore, we have put the above listed products on <u>sales hold until at least 31st August 2020</u> while investigations by our supplier are ongoing. We are unable to take any new orders and any existing orders will not be fulfilled until the investigation is concluded.

These investigations are focussed on two areas:

- Root-cause investigation: our supplier is investigating the cause, occurrence and likelihood of the issue arising with the sensor components
- Test method: as stated above, the Flame Detector Test Set (29600-226) may not detect that the Flame Detector is not functioning correctly. Our supplier is working as quickly as possible to seek to modify the Test Set or establish an alternative solution to identify the issue in the field where testing using a live flame cannot be safely undertaken (see below).

Instructions on what to do:

If your most recent functional test on any of the above listed products was completed successfully using a live flame, no further testing is needed, however we would ask you to confirm the number of devices tested and passed.

If you test using the Flame Detector Test Set or the internal device self-test, we would ask you to schedule a service as soon as possible. It is important to bear in mind that this needs to be done with a live flame, but only where it is safe to do so. If it is not possible to test safely with a live flame in the installed environment, please remove the detector and undertake the test in a safe environment if that is appropriate. Again, we ask that you keep Apollo updated on testing - advising us on the numbers tested. Guidance on conducting live flame tests can be found on our suppliers YouTube channel (https://www.youtube.com/watch?v=ZSQJiwXwE4s).

If you have any uninstalled devices in stock, please contact the Apollo Returns department (returns@apollo-fire.com) to arrange a return.

Please forward this communication to your potentially affected customers as soon as possible and contact your Apollo account manager if you or your customers require any support.

Questions:

Should you have any further questions, please don't hesitate to call your account manager directly.

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