



## SAFETY NOTICE

PAGE: 1 (3)

**DATE OF ISSUE:** December 17, 2019**REFERENCE:** 18-0163**BDH-200 AND BD-200M: HEAT DETECTORS**

Dear Sir or Madam,

You are receiving this safety notification because, according to our records, you have purchased BDH-200 or BDM-200 heat detectors with software version 2.30, where we have identified a potential software issue that may cause the detector not to report an alarm in the time of a hazard, creating a potential for personal injury or property damage. Due to this issue Autronica Fire and Security would like to inform you about how to identify if your units are affected and what field actions may be taken.

If you are an Autronica Fire and Security distributor and/or have sold the described product to an end-customer, you are required to communicate this information to the potentially affected end-customer.

**AFFECTED UNITS AND RANGE**

The units affected by this software issue are listed in the table below.

Part number	Description	Software versions	Production date range
116-BDH-200	Heat detector	2.30	2005-2010
116-BD-200M	Heat detector (IP56)	2.30	2005-2010

**ISSUE DESCRIPTION**

BDH-200 and BD-200M, are point heat detectors for detection of rise in environment temperature caused by a fire. They are often used in areas where the environment is likely to produce false or unwanted alarms from smoke detectors.

Although these variants do not include self-diagnosis (SelfVerify®), these heat detectors' software was designed to report a thermistor break on the panel. During controlled internal testing, Autronica Fire and Security discovered that if a thermistor break happens before commissioning, the panel will never report the fault. However, if the thermistor break happens after commissioning the panel will report the fault, but a loop or panel reset will clear the fault and it will not be reported again.

A break on the thermistor will be detected during normal commissioning and maintenance testing which are mandatory according to our procedures and applicable regulations. A break on the thermistor will prevent the unit from detecting a rise in heat level, and will create a potential lack of alarm and notification.



BDH-200



BD-200M



## SAFETY NOTICE

PAGE: 2 (3)

### OPTIONAL FIELD ACTIONS

BDH-200 and BD-200M heat detectors do not include self-diagnosis (SelfVerify®), therefore as a containment action we recommend that standard testing procedures are followed when performing commissioning and maintenance. Standard testing procedures for heat detectors will reveal if the detector is not working as intended. If there is a break in the thermistor circuit the detector will not go into alarm when heated, therefore Autronica Fire and Security recommends that all units are tested every year and replaced if a failure is discovered.

Autronica Fire and Security offers point heat detectors with the SelfVerify® technology (BDH-300 and BD-501) that ensures the highest grade of reliability, as all units comprising this function are tested every 24 hours, including the thermistor. If your application requires monitoring of the thermistor circuit, please contact our sales division to get more information about the options available and an offer to upgrade your detectors.

Additionally, please note:

- The responsibility of contracting with an authorized Autronica Fire and Security distributor or service partner and ensuring that systems are serviced and inspected rests with the system owner.
- Systems should be serviced, tested and remediated only by authorized Autronica Fire and Security distributors and partners.
- If you need assistance to inspect, service or remediate your system, please contact Autronica Fire and Security for technical assistance and a quotation for service attendance. See contact details.

### IDENTIFYING THE PRODUCT

Units in affected population can be identified by a certified service technician using a scanning tool to identify units with the affected software version and sensitivity setting.



## SAFETY NOTICE

PAGE: 3 (3)

### CONTACT DETAILS

E-mail: [safetyalert@carrier.com](mailto:safetyalert@carrier.com)

### REPLY TO US

In order to ensure that we have reached our customers with this communication please fill in the information below and submit this document using the button below **within two weeks** of this letter.

**I hereby confirm that**

As Autronica Fire and Security Distributor:

- ☐ **I have received, read and understood** the content of this Safety Notice and
- ☐ This Safety Notice **does not apply to me or to my customers.**
- ☐ **I intend to communicate this Safety Notice to my potentially affected customers.**

As Autronica Fire and Security Customer / User:

- ☐ **I have received, read and understood** the content of this safety notice and
- ☐ This Safety Notice **does not apply to me.**

Full name:

Date:

Signature:

\_\_\_\_\_

Sincerely,

Product Safety and Quality Team  
Autronica Fire and Security AS