

BBTB Date:	I February 2019
BBTB Number:	BBTB-017
BBTB Title:	BVRD Switch Issue
System Description:	BVRD Microphones
Product(s) Affected:	BVRD8 and BVRD16
Reference:	PRCRI568
Priority:	I

- 1 - Essential:** Action is Recommended
- 2 - Important:** Product Form / Fit / Function has been changed (may affect compatibility)
- 3 - General:** For information / reference
- 4 - Obsolescence:** Notification of Component or Product Obsolescence

DESCRIPTION OF PROBLEM

Baldwin Boxall has become aware of a potential component issue on a small quantity of BVRD8 & BVRD16 microphones. The potential issue relates to the zone select, message select and PTT switches. We have been informed that due to an oversight during the production process some of the switches may have been exposed to a washing solution and this has potentially contaminated the internal switch contacts.

SYMPTOMS OF THE PROBLEM

Switches that are affected by this contamination may not operate correctly on the first press, and may required repeated presses to select the function.

The microphones that may be affected have the following serial numbers:

PRODUCT	SERIAL NUMBER	SUPPLIED ON SALES ORDER
BVRD8 x 5	0010297 - 0010301	64261
BVRD8	0011307	61107
BVRD8	0011390	65101
BVRD8	0011739	64971
BVRD16 x 2	0011330 - 0011331	64968
BVRD16	00113368	64259

RECOMMENDED ACTION

As a precautionary measure Baldwin Boxall recommend customers check for correct operation of all switches on potentially affected microphones as detailed in the previous table. Unfortunately due to the nature of the contamination we cannot predict which (if any) of the switches will be affected.

If any of the switches exhibit the symptoms described then they require replacement. Please contact us and we will provide an Advance Replacement unit free of charge.



Note:

This recommendation is a precautionary measure and Baldwin Boxall do not expect systems that are currently installed and working to fail in operation.

We appreciate that this may cause some issues however in accordance with our commitment to absolute reliability and providing the best possible service we recommend that this examination and functional check is performed.

Customer Services Contact Details

For further assistance with any aspect of this Technical Bulletin please contact:

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