

BBTB Date:	01 July 2020
BBTB Number:	BBTB-049
BBTB Title:	Potential Failure of EVC Remote Loudspeakers
System Description:	OmniCare & Care2
Product(s) Affected:	Fire Telephones, BVOCA2G, C2RRG
Reference:	PRCR2116
Priority:	3

- 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
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DESCRIPTION OF THE PROBLEM

Baldwin Boxall has become aware of a manufacturing issue with some of the loudspeakers used on EVC remotes which were supplied between March 2020 and June 2020.

After investigation approximately 5% of units the magnet on the loudspeaker has not been correctly attached and this may result in the magnet becoming loose or detached.

Figure 1 — Potential issue with magnet becoming loose or detached (C2RRG shown)



Due to a manufacturing defect on some loudspeakers this magnet may become loose or detached

SUGGESTED ACTION

If on delivery or during installation a Remote Unit is suffering from this defect please contact us to arrange for an Advance Replacement unit to be supplied free of charge. It is unlikely that any remote units currently installed and operational will be affected by this issue.

Customer Services Contact Details

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

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