

BBTB Date:	23 February 2021
BBTB Number:	BBTB-058
BBTB Title:	OmniCare Control Panels
System Description:	OmniCare Control Panel Internal Connections
Product(s) Affected:	BVOC32 - 64
Reference:	PRCR2347
Priority:	3

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- 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 an issue with a small quantity of OmniCare Control panels built between October 2020 and February 2021. There was a build error in the internal connections between the zone PCB boards mounted on the door and the termination PCB mounted in the back box.



Note:

Only units with a Brown "A" mark on the batch number label supplied between October 2020 and February 2021 are affected.

SYMPTOMS OF THE PROBLEM

Affected units will still operate correctly (making and receiving calls is unaffected) however the button configuration may not appear correct when the system is commissioned.

The control panel will normally associate "Button 1" (top left on the front panel) to the first Remote Unit connected to the "A" termination. On affected units, the Remote Unit associated with "Button 1" will actually be dependent on the size of the control panel and the site wiring. The following remote units will be associated as "Remote 1":

BVOC32 - the first remote connected to termination "C",

BVOC48 - the first remote connected to termination "E",

BVOC64 - the first remote connected to termination "G".

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SUGGESTED ACTION

On affected units the connections on the front panel switch boards have been reversed, with P1 connected to the bottom board instead of the top board as shown in Figure 1. A 48 way panel has been used for these illustrations so there are three zone boards shown.

Figure 1 — Incorrect connection details

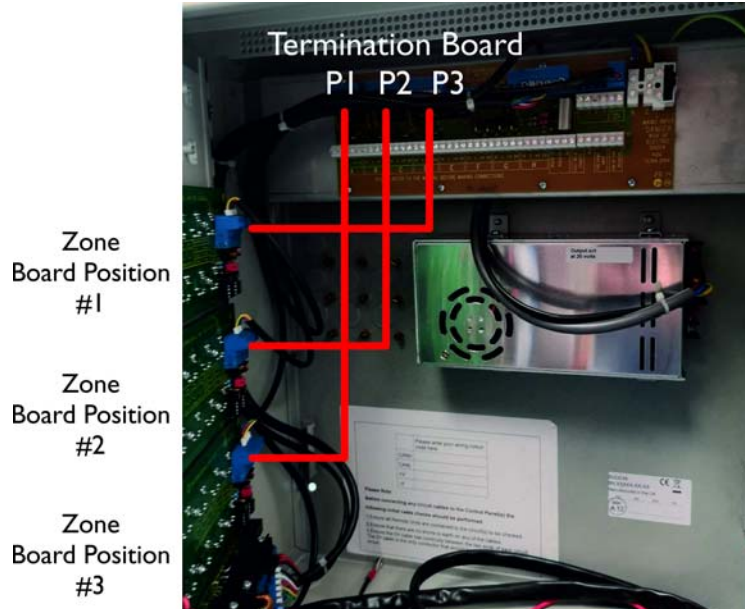
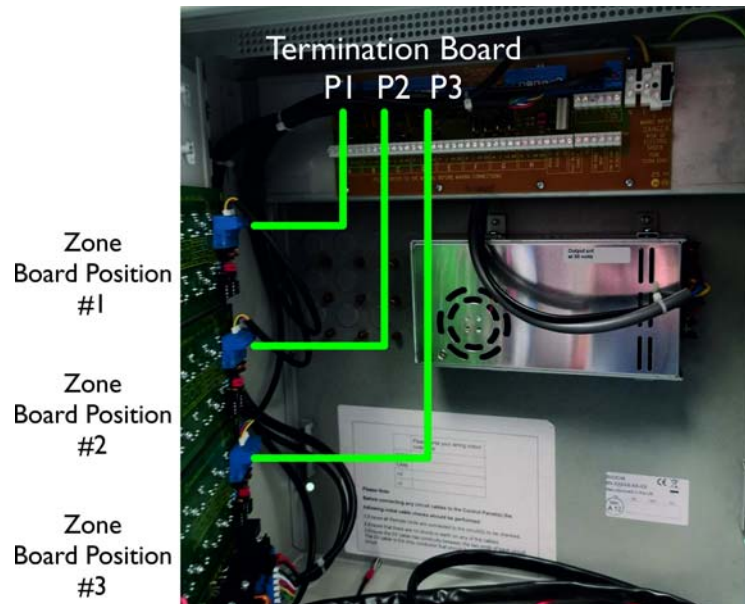


Figure 2 — Correct connection details



Note:

It may be decided that currently installed and operational systems (which have been satisfactorily configured and labelled etc) may not require corrective action and leave them “as is”. This will depend on site and customer requirements.

If it is deemed necessary to correct the internal connections perform the following:

- Power down the control panel by disconnecting mains & batteries.
- Disconnect the cables between the termination board and the front panel zone boards.
- Carefully reconnect the cables in turn, ensure P1 on the termination board is connected to the top zone board, P2 should then be connected to the next zone board down (for a 32 way panel), P3 to the third zone board down (for a 48 way panel) and P4 to the lowest zone board (for a 64 way panel). Refer to figure 2 for correct connection details.
- Reconnect the Batteries and reconnect the Mains power
- Perform commissioning and ensure the correct remote (the first remote unit connected to termination “A”) is identified as #1.

Customer Services Contact Details

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

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