

BBTB Date:	29 June 2021
BBTB Number:	BBTB-060
BBTB Title:	Advance Replacements & Configuration Files
System Description:	Advance Replacements
Product(s) Affected:	PA/VA Systems
Reference:	ECR4333
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

Baldwin Boxall Communications Limited offers class leading customer service and provides a five year RTB warranty (hardware) on all products. This warranty includes an “Advance Replacement” service, however please note any engineering site visits related to the installation of an advance replacement unit is not covered by the warranty.

COMPATIBILITY WITH EXISTING EQUIPMENT

Where possible, Baldwin Boxall will ensure suitable firmware is installed on Advance Replacement units to ensure compatibility with existing equipment. Where this information is not available we recommend an Engineering Visit is arranged so compatibility can be checked & updated to match existing equipment if required.

SITE SPECIFIC CONFIGURATION FILES & SETTINGS

The site configuration file(s) are vital to ensure the correct operation of a Voice Alarm system. The configuration settings include vital options such as Fire Panel Triggers and Zone & Button Information, and these are set during installation to ensure correct operation in the event of an evacuation situation. Although we retain a copy of the “as supplied” configuration files for Voice Alarm systems built and commissioned by us, the configuration files are likely to change over time as the system is maintained, expanded or modified.

It is primarily the responsibility of the incumbent maintenance company to ensure back up copies are made of site configuration files & site specific messages.

These site specific configuration files should be made available and must be transferred to the relevant Advance Replacement unit to ensure correct site operation.

If these site specific configuration files are not available we suggest an Engineering Visit is arranged to enable the transfer of settings from the existing equipment. Please note the warranty covers the hardware only and any Engineering site visits etc are chargeable.



WARNING

An Advance Replacement unit installed with incorrect configuration settings may not indicate faults correctly, may not respond to the correct fire triggers and could result in the VA System not operating correctly in an emergency situation.

For this reason, if Baldwin Boxall is not supplied with suitable site specific configuration files and an Engineering Visit is not arranged then Advance Replacement units will be supplied blank (i.e. empty) with no configuration settings.

BS5839pt8 mandates that only Competent personnel should service VA Equipment. This includes ensuring the correct configuration settings are transferred to Advance Replacement units and the subsequent testing of the VA system to ensure correct operation.

Customer Services Contact Details

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

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