

BBTB Date:	27 May 2021
BBTB Number:	BBTB-061
BBTB Title:	BV3AOM8 Firmware Update
System Description:	Vigil 3 Systems
Product(s) Affected:	BV3AOM8
Reference:	PRCR2401
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
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DESCRIPTION OF THE PROBLEM

Baldwin Boxall has become aware of a potential issue with the BV3AOM8 output module where under certain conditions multiple simultaneous fire triggers may not activate or clear down as expected.

SUGGESTED ACTION

A firmware update has been released.

This issue is limited to, and can only occur with, a specific set of site conditions so does not affect all installations.

Customers with sites that could be affected by this issue will be contacted by our Engineering department to arrange a site visit for the firmware update to be applied.

BV3AOM8 units utilising firmware 2900 or above are not affected by this issue.

Customer Services Contact Details

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

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