

<b>BBTB Date:</b>	<b>16 September 2022</b>
<b>BBTB Number:</b>	<b>BBTB-092</b>
<b>BBTB Title:</b>	<b>BVECASE2M Support End Date July 2022</b>
<b>System Description:</b>	<b>VIGIL2</b>
<b>Product(s) Affected:</b>	<b>BVECASE2M</b>
<b>Reference:</b>	<b>ECR4797</b>
<b>Priority:</b>	<b>4</b>

---

- 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
- 

## OBSOLESCENCE STATEMENT

The BVECASE2M Wall Mount Voice Alarm System was manufactured between February 2011 and July 2012 and was superseded in July 2012 by the BVECASE3.

## END OF SERVICE SUPPORT

We have previously published guidance (BBTB-032) that this product was nearing the end of the service support period.

We can now confirm that as of **1st July 2022** we can longer provide service support for this product.

## SUGGESTED ALTERNATIVE PRODUCT

Our latest wall mountable VA System is the Eclipse5 which utilises our Vigil3 technology. These are fully supported for a minimum of 15 years from the date of purchase.

If you require any further information please feel free to contact us.

## **Customer Services Contact Details**

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

### **Baldwin Boxall Communications Ltd**

Robbie Trent (Service Manager)

Email: [robbie@baldwinboxall.co.uk](mailto:robbie@baldwinboxall.co.uk)

Ashley Wright (Customer Support Engineer)

Email: [ashley@baldwinboxall.co.uk](mailto:ashley@baldwinboxall.co.uk)

Steve Bladon (Operations Manager)

Email: [steveb@baldwinboxall.co.uk](mailto:steveb@baldwinboxall.co.uk)

Telephone: +44 (0) 1892 664422

Facsimile: +44 (0) 1892 663146