

BBTB Date:	05 December 2022
BBTB Number:	BBTB-095
BBTB Title:	Water Damaged Equipment
System Description:	Baldwin Boxall PA/VA Equipment
Product(s) Affected:	VIGIL2 & VIGIL3 VACIE Systems
Reference:	ECR4350
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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INSTALLATION CONDITIONS & REQUIREMENTS

Baldwin Boxall's VIGIL2 and VIGIL3 range of products have been approved to meet the requirements of EN54-4 & EN54-16, and this approval includes ensuring the VACIE (i.e. the main VA Enclosure) meets the IP30 Ingress Protection rating.

The IP30 rating indicates that the VACIE is not protected from ingress of liquids.

The installation manuals state the VACIE is rated at IP30 and the following Environmental Conditions apply:

“This equipment must not be installed in an area that may allow water or other liquids to come into contact with the unit or its external connections.”

Clause 8.5 of our Terms and Conditions states:

“The company shall not be liable for a breach of warranties if the Buyer failed to follow the Company’s written instructions as to the storage, installation, commissioning or use of the goods.”

Water damaged equipment (no matter how the liquid has been introduced) is therefore not covered by our warranty.

WATER DAMAGE - OTHER VACIE COMPONENTS

Where a VACIE has been exposed to liquid and any internal component shows evidence of water ingress, all component parts of the VACIE are deemed to have been contaminated and should be replaced. The VACIE will not be warranted and should not be used in a life safety system.



Note:

When water ingress occurs, the problem is generally not just the water itself but also contaminants carried by the water in and around electrical components and interconnections. When the water evaporates this potentially conductive and corrosive residue remains and the extent of this contamination may not be immediately obvious.

This residue often causes the eventual failure of contaminated items and may also cause subsequent failure of other components within the VACIE.

SUGGESTED ACTION

If a VACIE is exposed to water (regardless of apparent current operating condition or displayed System Status) we strongly suggest the VACIE is examined to check for internal contamination.

If required, Baldwin Boxall can provide a report on the warranty status of water damaged VACIE systems either on an RTB basis or as a chargeable on site visit.

If an installed system has suffered from water ingress consideration should be given to procuring a replacement VACIE to ensure the continued operation of the life safety system.

Customer Services Contact Details

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

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