



TB001 27<sup>th</sup> August 2008

## **False activation of Confirmation output on Euro-One control panels**

**This information relates to Euro-One control panels with software versions v6.02 to v6.051, shipped between November 2006 and April 2008.**

### **Symptom:**

In the event of the following sequence of events:

1. the entry timer is started by triggering an FX input
2. the timer expires causing an entry alarm
3. the FX input is then triggered again and
4. the alarm is then silenced during the pre-alarm time,

the control panel may not reset the flag that reports the first event. If another single alarm is caused (using a different input), even after a number of good sets and un-sets, then the alarm system may report this as a confirmed alarm even though only one detector has activated.

You will note that the sequence of events triggering this occurs relatively rarely and is related to user error during the unsetting period. Consequently, care needs to be taken to ensure that a reported incident actually relates to this problem.

Due to the extreme rarity with which this problem occurs, there was a significant delay between the issue of the software and the problem being reported, and very little information available from which to trace the cause of the problem.

### **Solution:**

There are two solutions to the problem.

The first is a work-around that can be applied to the affected software. This is to change the pre-alarm timer to a value of 1 second. This will not allow the fault to occur but it should be noted that this timer is required by EN50131-1, so this should be treated as a temporary measure.

The permanent solution is to upgrade the software of the panel by changing the MSX card to a version v6.07 or higher. A "USM" (Upgrade Software Module) card is available to permit upgrade of "base" Euro One 28 panels without MSX cards.

**We recommend that the software be upgraded on all systems fitted with the affected software issues (ie 6.02 to 6.051) at the next visit.**

*NOTE: Upgrading to version 7.0 or later (scheduled for release in September 2008) will result in the need for re-programming the system.*

**Please contact Technical Support on 01344 469499 if you have any queries.**

**We would like to apologise for inconvenience  
that has resulted from this problem.**

# Castle.

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