

# TECH FACTS BULLETIN

## E-FSC: AC Power Fail May Cause NACs to Turn Off

### Introduction

This bulletin informs you of an issue with E-FSC 3-zone and 5-zone fire alarm control units running firmware version 3.10 (released in February 2011), describes the circumstances in which this issue may occur, and tells you how to resolve it.

**Note:** E-FSC 3-zone and 5-zone control unit firmware version 3.12 released in April 2016 corrects this issue. E-FSC 10-zone control units are not affected.

### Issue

If AC power is removed while the control unit is in the alarm state, NAC outputs may turn off and not turn back on after the control unit transfers to battery power.

This issue may occur when:

- AC power is removed after the NAC output is activated, but only if AC power drops from nominal 120 VAC to below 40 VAC in less than 500 ms (the rapid shunting of power)
- The current load on the NAC output is very light and the AC power source has a higher voltage than normal

This issue is likely to occur in systems that use the fire alarm control unit's common alarm relay to automatically disconnect the primary AC power source, or when removing AC power during system commissioning testing or regular inspection testing by switching a circuit breaker off after operating a general alarm.

When this issue occurs:

- The system and NAC trouble indicators turn on
- The event buzzer sounds
- The common trouble relay changes over
- The dialer, if installed, shows a NAC Overcurrent Fault trouble event and reports the trouble to the central monitoring station



## Solution

Customers should review the firmware version installed in the control units, the system configurations described above, and prior test records to determine whether you may be affected by this issue and need to order replacement electronics.

If you need to order replacement electronics, please contact Customer Service and reference this Technical Facts number. Order part number F-5ELEC Replacement Electronics for both 3-zone and 5-zone control units. Part number F-3ELEC Replacement Electronics for 3-zone control units is discontinued.

### To identify the firmware version number on control units that have a dialer:

1. Press and hold the Remote Disconnect and Walk Test buttons simultaneously. The LCD displays:

DB# xx P:x.yy.zz

D:x.yy.zz

Where:

DB# xx is the database revision number

P:x.yy.zz is the control unit's firmware version number

D:x.yy.zz is the dialer's firmware version number

### To identify the firmware version number on control units that *do not* have a dialer:

1. Open the control unit door and remove the bezel. The firmware version number may be written in indelible ink on the top left or top right corner of the main circuit board, or on a label attached to the lower right corner of the main circuit board.
2. If you cannot identify the firmware version number as described above, locate a label on the main circuit board that includes the following information:

7160461-01 – Electromechanical Assembly number

14149 – Date code

7990160-01 – PCB Assembly number

Control units with a date code between 11032 and 16121 may be running the affected firmware version.

## Contacting support

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