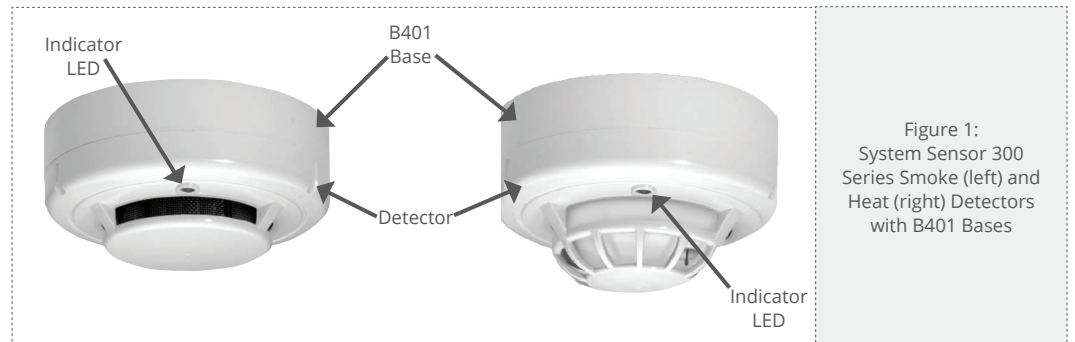


## Consumer Advisory Note

### System Sensor 300 Series Detectors: Detector and Base Incompatibility

System Sensor 300 Series smoke and heat detectors are commercial grade detectors used in buildings such as offices, rest homes, apartments and the like. The 300 series detectors are always connected to a fire alarm control panel which is usually mounted near the building's entrance. They are not stand-alone domestic smoke alarms.

A potential problem has been identified with some B401 bases used for 300 series detectors since April 2016. The contact pads on the back of the detector may not be making electrical contact with the corresponding points in the detector base. If this is the case, the detector will have no power and it will not detect a fire.

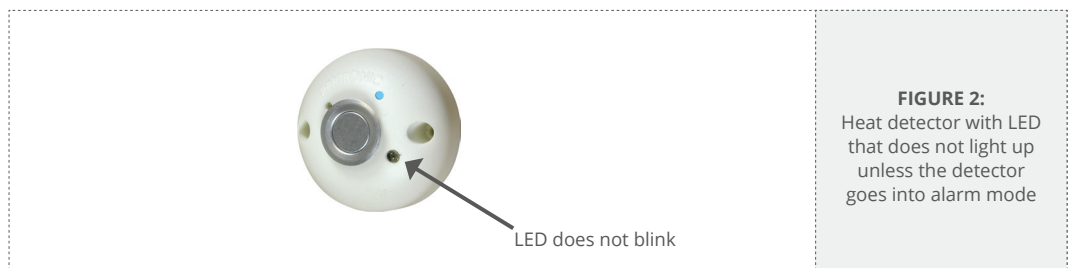


Most commonly used commercial grade smoke detectors have red indicator LEDs that blink every 6-10 seconds. This shows that the detector has power and will operate correctly. This LED-blink function on 300 series detectors can be turned off. If the LED indicator on a 300 series detector is not blinking, the detector may be operating correctly with the LED-blink function turned off. However, the lack of LED indication may also mean that the detector has no power.

If your building has smoke detectors with non-blinking LEDs, Pertronic Industries recommend that you contact the fire alarm company that maintains your building's fire alarm system and have them check that the detectors are operating correctly. If a detector is not correctly powered up the fire alarm company can change the base to a compatible one and then check that the detector operates correctly. We also recommend you have the fire alarm company turn on the LED-blink function to provide visible confirmation that the detector is operating.

The fire alarm company servicing a building's fire alarm system usually has their name on the fire control panel near the building's entrance. If this is not shown, email [recalls@pertronic.co.nz](mailto:recalls@pertronic.co.nz) with your area location and we can recommend one or more fire alarm maintenance companies for you to contact.

### Other Detector Types Are Not Affected



Many buildings have heat detectors that look similar to the image in Figure 2. While many of these heat detectors have an LED on the detector body, this LED does not blink – it only turns on when the heat detector goes into alarm. These heat detectors with non-blinking LED's should not be confused with the 300 series smoke detectors shown in Figure 1. If in doubt, contact the building's fire alarm service company.

