

Field Notes Bulletin

E-FSA: SA-DACT Shared Line Fault

Introduction

This technical bulletin informs you that we have identified and resolved an issue with the SA-DACT when using shared telephone lines.

Issue

When using the SA-DACT with shared telephone lines, some customers report that phone line fault events display on their panels. These fault events are sometimes accompanied by internal ground fault events, which display when they press Enter to view the details of the faults. In some instances, customers also report that the panels are cutting voltage from down-line devices on the shared phone line, which sometimes disconnects devices in use.

As the panel monitors the phone lines for ground faults, noise from down-line devices can trigger these supervisory events. This causes the panel to cut the voltage from the down-line devices as it rechecks the lines.

Solution

Several changes were made to the process used to monitor the phone lines for ground faults and these changes are included in E-FSA panel firmware version 2.1. This resolves the known issues with shared phone lines causing ground faults.

The 2.1 firmware is included with the electronics portion of the panel. To purchase the E-FSA panel electronics assembly, e-mail your order to Edwards Order Entry Dept. at edwards.orders@fs.utc.com. You can also fax your order to +1 800 454 2363. Please note that FSA-CU configuration utility version 3.3 is required to communicate with panels using firmware 2.1. You can download the FSA-CU version 3.3 at www.edwardssignaling.com.

When ordering, use the following part numbers.
254ELEC-FSA (E-FSA250 electronics assembly)
64ELEC-FSA (E-FSA64 electronics assembly)

Contacting support

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