

<b>Technical Information</b>	Date: 10.10.2016 Official: Heckl, Michael Department.: ST-FIR/MKP3
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<b>Tech. Information No.</b>	2043 / 2016
<b>Subject:</b>	FMC-420RW/300RW manual call point - glass panes: CAR 160327

<b>Short Description:</b>	In a small number of cases it has been identified that Manual Call Points may not be triggered as intended after the glass pane has been broken
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<b>Hardware</b> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Device	<input type="checkbox"/> Module	<input type="checkbox"/> PCBA
<b>Software</b> <input type="checkbox"/>	<input type="checkbox"/> Application	<input type="checkbox"/> Driver / Extension	<input type="checkbox"/> Firmware

Affected Products (details)	CTN	SAP no.	Aff. version	New version
MCP_LSNi_INDOOR_SURFMT_GLASS_BLUE	FMC-420RW-GSGBU	F.01U.012.707	See description by picture d)	See description by picture b) and c)
MCP_LSNi_OUTDOOR_SURFMT_GLASS_RED	FMC-420RW-HSGRD	F.01U.012.709		
MCP_CONV_820_INDOOR_SURFMT_GLASS_BLUE	FMC-300RW-GSGBU	F.01U.012.724		
MCP_CONV_820_INDOOR_SURFMT_GLASS_RED	FMC-300RW-GSGRD	F.01U.012.771		
MCP_CONV_820_INDOOR_SURFMT_GLASS_YEL	FMC-300RW-GSGYE	F.01U.012.778		
MCP_LSNi_INDOOR_SURFMT_GLASS_RED	FMC-420RW-GSGRD	F.01U.012.781		
MCP_LSNi_INDOOR_FLUSHMOUNT_GLASS_RED	FMC-420RW-GFGRD	F.01U.012.783		
MCP_LSNi_INDOOR_SURFMT_GLASS_YEL	FMC-420RW-GSGYE	F.01U.012.787		

Priority Level	Criterion
I	<input type="checkbox"/> The change has to be made <b>immediately</b> (see dates below)
II	<input checked="" type="checkbox"/> The change has to be made during the next inspection.
III	<input type="checkbox"/> Change might have to be made with new installations.
None	<input type="checkbox"/> General Information (like new tool, new feature, new SW release)

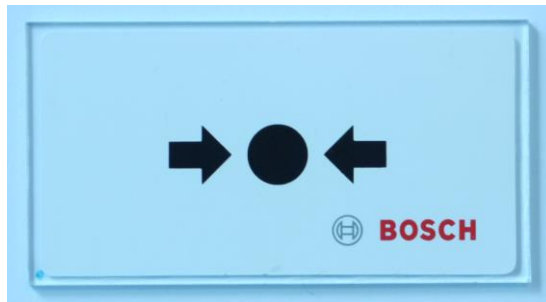
Action Plan	
<input checked="" type="checkbox"/>	Inform customers
<input checked="" type="checkbox"/>	Arrange re-work of stock (NSO)
<input type="checkbox"/>	Arrange re-work of stock (customer)
<input type="checkbox"/>	Arrange re-work of installed products
<input checked="" type="checkbox"/>	See detailed actions on following pages

Cause
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The issue is caused by a change in the design of the glass panes used in the Manual Call Point versions listed above.

The affected glass panes can be identified by a date code engraved on the backside of the glass panes (see picture d). These glass panes might break in an unexpected way resulting in a small number of cases in not triggering or delaying alarms. The products affected are those that were delivered between January 2014 and July 2016. This fault is not found in glass panes as described in pictures b) and c).

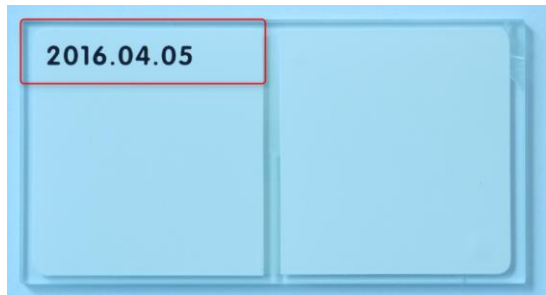
The front side of the glass panes is the same for all versions. Differentiation is seen on the back side of the glass pane as highlighted in the following pictures.



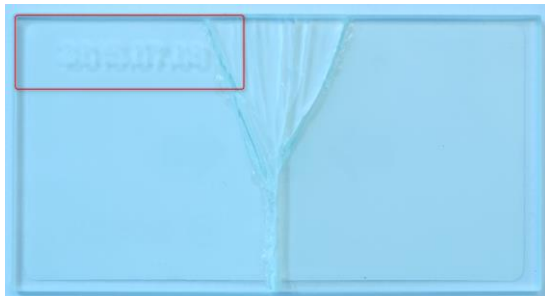
a) Front side of the glass pane  
(just for reference)



b) Back side of the glass pane  
No date printed/engraved  
**NO NEED TO EXCHANGE**



c) Back side of the glass pane  
Printed date  
**NO NEED TO EXCHANGE**



d) Back side of the glass pane  
Engraved date  
**PLEASE EXCHANGE**

#### Action(s)

Print out of this template is not subject of the updating service. Only the version in the Intranet is always up to date.

During the next inspection, replace all affected glass panes in all installed Manual Call Points mentioned in this document.

Existing stock of Manual Call Points has already been reworked at the CDCs. New spare glasses for replacement are in stock in the CDCs (as of calendar week 40).

Customers can order spare glass pane free of charge via ASA by referencing this TI 2043 / 2016. Replaced glass panes **should be scrapped** and do not need to be returned.

The FMC-KEY-RW test key is necessary for opening the manual call point housing. For more details, please refer to the corresponding installation guide.

**Actions to be taken by the Customer:**

- Replace affected glass panes, see *picture d)* for reference.

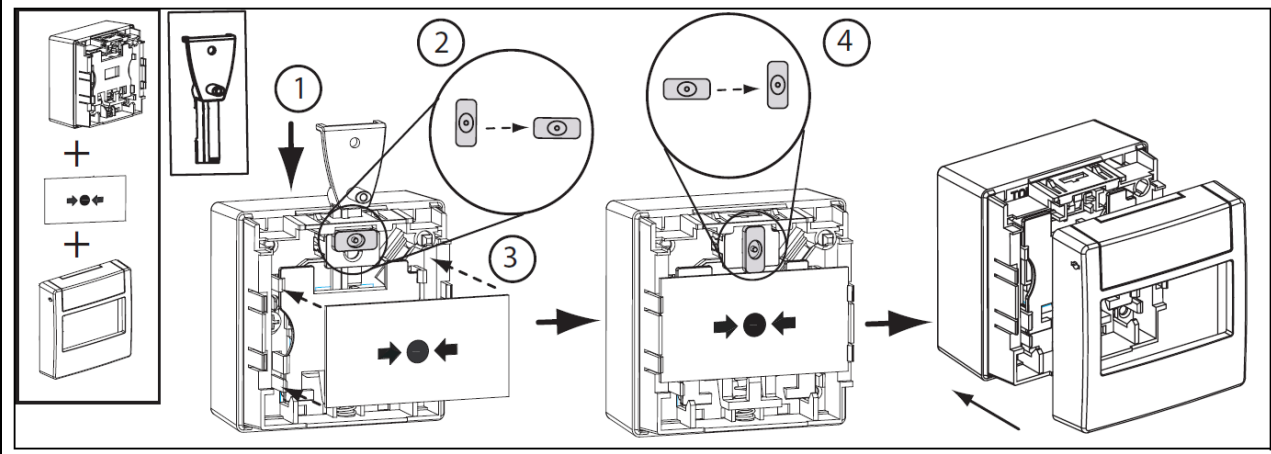
**Detailed description how to exchange affected products in the field:**

1. Double check during next inspection which version of the glass pane is used. You can identify 3 versions as described in *picture d)* is affected and should be replaced. (note: Versions in *pictures b)* and *c)* are not affected and do not need to be replaced)
2. Please contact the ASA RMA Desk for support, refer to this TI 2043 / 2016 form and ask for the FMC-SPGL-RW Spare glass for MCP RW, F.01U.013.504 to be sent as a replacement (see *picture c)*). Keep in mind that **1 piece (=1 box) contains 5 glasses.**  
Please don't replace the whole Manual Call Point, only the glass pane should be replaced. Please **don't send back** the replaced spare glasses to ASA. In case it is already known that an installed product is affected spare glass panes may also be ordered in advance to make the replacement process simpler.
3. ASA will check your request and send you the new glass as replacement free of charge.

Required Components	Part no.
FMC-SPGL-RW Spare glass for MCP RW (1 box contains 5 glass panes)	F.01U.013.504
Test key for MCP RW (FMC-KEY-RW)	F.01U.028.227

**Attachment(s)**

Example how to replace the glass pane:

**BU Manager**

Knauel, Thomas

**Clerk in Charge:**

Heckl, Michael

**Distribution**

Distribution BU FIR	<input checked="" type="checkbox"/> Celebi Guenay (ST-FIR/QMM), Knauel Thomas (ST-FIR/MKP ST-FIR/MKT), Heckl Michael (ST-FIR/MKP3) <input checked="" type="checkbox"/> Angstenberger Josef (ST-FIR/MKR-EU) <input checked="" type="checkbox"/> Lim Yong Gang (ST/SRM-AP), Leonard Hew (ST-FIR/MKR-AP), Quek Daniel (ST-CO/MKR2-AP) <input checked="" type="checkbox"/> Paredes Ivan (ST-FIR/MKR-LA), Pinto Erik (ST/STS-LA ST-ASA/SRA-LA), Render Chelsea (ST/SRM-NA) <input type="checkbox"/>
Distribution BU IN	<input type="checkbox"/> Hossmann Daniela (ST-IN/MKR-EU), Kugler Gerhard (ST-IN/MKR2-EU), Endres Dirk (ST-IN/QMM) <input type="checkbox"/> Berberian Alexandra (ST-IN/MKR-SEF), Tantry Ananth (ST-IN/MKR-SEM), Karlsson Mathias (ST-IN/MKR-SEN), Rodriguez Herrero Jose Manuel (ST-IN/MKR-SEI), Oppab Maria (ST-IN/MKR-SAN), Malek Michal (ST/MKR-SEP) <input type="checkbox"/> Mechler Tom (ST-IN/MKR-NA) <input type="checkbox"/>
Distribution BU ESS	<input type="checkbox"/> Loh Leon (ST-ESS/MKP1.4), Maier Holger (ST-ESS/MKP1.2), Wings Maarten (ST-ESS/MKP1.3), Redeker Bernd (ST-ESS/QMM), Jan von Rosenstiel (ST-ESS/MKP1.1), Reinhard Bloss (ST-ESS/MKP1) <input type="checkbox"/> Funke Thomas (ST-ESS/ENG) <input type="checkbox"/> Nikolas Mangold-Takao (ST-ESS/MKP1), Jaco Liebetrau (ST-ESS/MKT) <input type="checkbox"/> Markus Brack (ST-ESS/MKP2.3), Huse Istvan (ST/PRM2-EU), Law Jeffrey (ST/PRM1-AP) <input type="checkbox"/> Gary Deng (ST-PRM-CN), James Judson (ST-IN/MKR-NA) <input type="checkbox"/>
Other parties affected	<input checked="" type="checkbox"/> Steidle Kurt (ST-ASA/PRM1) <input checked="" type="checkbox"/> Proyer Konrad (ST-ASA/SRA-EU), Schrimpf Felix (ST-ASA/PRM), Wilson Jim (ST-ASA/SRA-AM), Tan Woo Khiang (ST/ASA-AP) <input checked="" type="checkbox"/> Pedolzky Georg (ST-BT/PRM1) <input type="checkbox"/> <input type="checkbox"/>