



By Appointment to
Her Majesty The Queen
Manufacturers of Fire Detection & Alarm Products
Apollo Fire Detectors Limited
Hampshire



10 AUGUST 2020

Technical Bulletin (TB-2004): Apollo Flame Detectors Update

Reason for notification:

Following our previous communication on the 10th July 2020, we would like to update you on the current developments regarding Apollo Flame Detectors and our latest advice to customers.

Current Developments:

Our supplier's investigation into the root-cause of the issue is progressing and they have narrowed down the cause to sensor behaviour early in its operational life and the impact that has upon detector configuration. They are now starting to identify improvements to be implemented in the supply chain and manufacturing; we anticipate that production will re-start in September and that new stock would be available within 4-5 weeks depending on production capacity.

Progress is also being made with adapting the Flame Detector Test Set (29600-226) enabling it to be used for testing and identifying units that have the sensor issues.

Instructions on what to do:

1. If your most recent functional test on any of the above listed products was completed successfully using a live flame, no further testing is needed, however we would ask you to confirm the number of devices tested and passed.
2. If you test using the Flame Detector Test Set or the internal device self-test, we would ask you to schedule a service as soon as possible. It is important to bear in mind that this needs to be done with a live flame, but only where it is safe to do so. If it is not possible to test safely with a live flame in the installed environment, please remove the detector and undertake the test in a safe environment if that is appropriate.
3. If you / your customer does not presently test with a live flame and it is safe to do so, we recommend conducting the test using one of the following options:
 - a. Standard pan-fire test, using a 0.1m² n-heptane fire at 25m from the detector, as per EN54 Part 10
 - b. A camping stove with a flame that's approximately 15cm high by 1.5cm wide at ~2.4m from the detector
 - c. A Zippo-style cigarette lighter with a flame that's approximately 4cm high by 1cm wide at ~70cm from the detector, waved to provoke flicker

Note: if a flame triggers an alarm; despite being smaller and closer, then the detector does not have sensor issues and is safe to use

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Apollo Fire Detectors Limited

36 Brookside Road, Havant, Hampshire, PO9 1JR, UK
t +44 (0)23 9249 2912 f +44 (0)23 9249 2754 e sales@apollo-fire.co.uk

www.apollo-fire.co.uk

Apollo Fire Detectors Ltd. Registered in England No. 1483208

Registered Office: 36 Brookside Road, Havant, Hampshire, PO9 1JR VAT Registration No. GB 339 0553 54

For further information, please see our suppliers "Talentum Flame Test Procedure" document attached at the bottom of this communication, or view their latest YouTube videos:

<https://www.youtube.com/watch?v=BqdUUVOtonk>

<https://www.youtube.com/watch?v=d0SpRPhmD4>

If any devices are found in your tests to require recalibration, please contact your account manager to agree how to manage the product return and replacement.

Please forward this communication to your potentially affected customers as soon as possible and contact your Apollo account manager if you or your customers require any support.

Questions:

Should you have any further questions, please don't hesitate to call your account manager directly.

Attachments:



Test Document

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