



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



09 OCTOBER 2020

## Technical Bulletin (TB-2006): Apollo KAC Manual Call Point Flexi issue

### Reason for notification:

KAC have notified us of an issue regarding their Call Points when the Flexi element is pushed. Affected units may not drop and initiate an alarm as intended on the initial push; but could initiate and alarm on subsequent presses.

When the MCP is correctly activated, a yellow strip can be seen at the top of the element. This will not be visible on MCPs where the flexi is not functioning correctly.

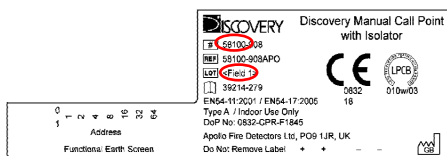
### Affected units:

The effected units were manufactured between 27<sup>th</sup> July and 7<sup>th</sup> September 2020. Potentially affected products can be identified via the Apollo date code (YYMMDD) which is either on the product label or the packaging in the field called LOT. The affected codes are:

Date codes					
200727	200804	200812	200820	200828	200905
200728	200805	200813	200821	200829	200906
200729	200806	200814	200822	200830	200907
200730	200807	200815	200823	200831	
200731	200808	200816	200824	200901	
200801	200809	200817	200825	200902	
200802	200810	200818	200826	200903	
200803	200811	200819	200827	200904	

The products impacted are any Apollo MCPs manufactured by KAC in the given period that have a "100" in the front part of their code - 5\***100**-\*\*\*

#### Product Label



#### Box Label



#### Outer Carton



A HALMA COMPANY



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## **Instructions on what to do:**

We have identified the deliveries that may be affected and will be contacting you with the details. Please could we ask you too:

1. Warehouse stock: check if you have any stock in your warehouse of the affected products. If you have any uninstalled devices in stock, please return to Apollo
2. Installed units: please replace the installed unit with a new call point. Please return any faulty units

To return faulty devices, please contact the Apollo Returns department ([returns@apollo-fire.com](mailto:returns@apollo-fire.com)) to arrange a return.

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.

- END -

