***FORM OF CONTRACTOR NOTIFICATION FOR DISTRIBUTION PARTNERS***

*Note – The following letter is being provided to* distribution *partners of Tyco Fire Products for use to communicate with their contractors and dealers about the product safety issue described below.   Please be advised that (i) Tyco Fire Products is not providing legal advice, (ii) it is your responsibility to comply with local fire codes and other applicable regulatory requirements, and (iii) you should consult with legal, regulatory and other advisors as appropriate.*

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**Subject line:** Autocall Product Safety Issue

**Send Date:** [TBD]

**To:** Contractors or Dealers of Autocall Distribution Partners

**From:** [Insert Partner Name]

Dear Customer,

Tyco Fire Products, the manufacturer of Autocall fire detection systems and products, recently made us aware of an issue that potentially impacts certain fire alarm system Notification Appliances, such as sounders, horns and visual strobes. Our records indicate that you may have purchased affected Notification Appliances from us to install at your customer sites, and we are contacting you to apprise you of the issue and the steps that we and Tyco Fire Products are asking you to take to address it with your end user customers.

Specifically, Autocall branded TrueAlert ES Addressable Notification Appliances (including sounders, horns and visual strobes) manufactured on or after January 19, 2021 (for Xenon type Notification Appliances) and on or after August 19, 2021 (for LED type Notification Appliances) contain a firmware issue that could result in a failure to alarm visually and/or with sound after a period of regular operation of 11 months or longer (“Impacted Notification Appliances”).  Some but not all Impacted Notification Appliances with speakers may then “chirp.”  Any occupants in proximity to such Impacted Notification Appliances would need to be notified of an alarm in another manner, whether by other Notification Appliances in adjacent areas or through other means.

Initiating devices such as smoke sensors and heat sensors are not affected and will alert the control panel of a fire event, which then enables the control panel to alert Central Station Monitoring as required. The control panel will display any fire event visually, and unaffected Notification Appliances will operate as designed. Fire suppression systems such as sprinklers are not affected.

**Actions:**   
Tyco Fire Products has performed advanced testing and implemented a remedy for the firmware issue.  Tyco Fire Products has informed us that a firmware update to the control panel power supply is required at all sites containing affected Notification Appliances.

To resolve the issues for affected Notification Appliances, the following actions are required:

1. *For Autocall systems currently in operation that include affected Notification Appliances*:

* Contact your customers that have affected Notification Appliances directly to implement the firmware update to the control panel power supply as soon as practicable.  Sites with Notification Appliances that have been in regular operation for 11 months or longer are more likely to have Impacted Notification Appliances and should be prioritized.
* Once onsite, test the system in accordance with the testing instructions located at [www.Autocall.com](http://www.Autocall.com) to confirm normal operation.
* If Impacted Notification Appliances are identified during the testing process, replace the Impacted Notification Appliances and complete the control panel power supply firmware update to Rev 2.01.02.  If you do not have sufficient additional Notification Appliances to replace all Impacted Notification Appliances, replace as many as possible, proceed with the control panel power supply firmware update to Rev 2.01.02, and replace the remaining Impacted Notification Appliances as soon thereafter as practicable.
* Additional system testing may be required by local regulations following the control panel power supply firmware update.

1. *For affected Notification Appliances currently in inventory:*

* Affected Notification Appliances in your inventory can only be used with Autocall systems (as applicable) that have received the control panel power supply firmware update Rev 2.01.02.
* Prior to installing any affected Notification Appliances in a new or existing Autocall system, install (or confirm the prior installation of) the control panel power supply firmware update Rev 2.01.02.
* Additional system testing may be required by local regulations following the control panel power supply firmware update.

1. *For new Notification Appliances manufactured after August 18, 2022:*

* Tyco Fire Products has implemented a firmware upgrade on new Notification Appliances manufactured after August 18, 2022, and no action is required for those Notification Appliances.

We are also providing you with a form of end user customer letter that you can use to notify you customers of the issue.

If you have any questions, please contact [Insert Distributor Name] at [Insert Contact Details].

Thank you,

[Insert Company Name]