

Technical Bulletin

TB:10210 | February 2016

Product parts affected

EN loop card - Pointer missing

Details

We have noticed a slight increase in the number of calls relating to “pointer missing” on EN loop cards.

We are currently investigating this and need further information to help us understand and resolve the problem. If you see this issue can you please call technical support, who may ask you to run through some tests.

This does not have any effect on the operation of the system.

This message normally appears when the loop comms are very busy, but initial investigations show that this is being indicated even when the loops are fairly quiet.

Action

Ensure engineers are aware of this issue.

Further information will be provided in due course

For any further queries relating to this issue please contact Technical support on 01162462134 or email technical.services@honeywell.com

