

# TECHNICAL BULLETIN

Product: Vanguard® FTS 370x  
 Effective Date: September 22, 2020  
 Part Affected: FTS 370x Lighting Systems  
 Issued By: Ivor Lewis, Product Manager

Flash Technology is issuing this technical bulletin to notify customers, sales, technical support and service teams of a possible issue with FTS 370x lighting systems that have flashhead firmware v3.6 (non-IR systems) or flashhead firmware v1.5+ (IR systems).

These units sometimes report Day/Night Alarms. The alarms are cleared and the system restores itself at the next mode change.

- This behavior is most frequently reported at sites that have generators tested on a regular basis. The generator testing appears to trigger the alarms
- The alarms are also observed at sites that have experienced irregular power supply or power fluctuations.

An example of the alarm sequence is shown below:

BCN2 DAY -> RST	2D 8H 14M
BCN2 DAY -> ALM	3D 4H 33M
BCN2 DAY -> RST	9D 7H 40M
BCN2 DAY -> ALM	9D 23H 25M

## SOLUTION:

Alarms are inadvertently triggered due to power fluctuations caused by generator testing or due to other causes. If an alarm is triggered by these occurrences, it will clear when the controller detects a photodiode mode change or a mode change is induced by manual intervention. The lighting system will then return to normal operation.

To clear the alarm, issue a mode override to the lighting system.

- E1 systems take about 1 minute for the alarm to clear
- Give E1+ sites (E1+1, E2, etc.) 1 minute for each beacon present in the system for the alarms to clear

Creating the mode change triggers the firmware to cycle through its programming, check white string A2D values and determine that there is no lighting failure. The controller will then silence the alarm and restore the system.

If an alarm persists despite a mode change, power fluctuations are not the root cause. Please follow the troubleshooting steps outlined in the product manual. Alternately, please contact the Flash Technology Tech Support team for expert assistance. The Tech Support team is available Monday-Friday 7am - 7pm US Central time. Call 800.821.5825 and select option 9.

Flash Technology is actively working on a solution to this issue and will release updated firmware to address the situation.