



Bull and Cygnus Fire Alarm Detection Systems (FADS)

Aspect	Details
Images	
PSD Number	2607-0120
Product Type	Home Safety/Fire Prevention – Public Fire Alarms
Product Identifiers	Brand Name: 'Bull' and 'Cygnus' Batch Reference: NCU serial numbers ranging from XAB.2410.01.0001/17518/06.00 to XAB.2410.01.0528/17518/06.00
Product Description	Affected products are wireless FADS manufactured by Bull Products and Cygnus Group, incorporating network control units (NCUs) which manage communication between the devices in the system and the Control and indicating equipment (CIE). The issue is confined to a single batch of NCUs with serial numbers ranging from XAB.2410.01.0001/17518/06.00 to XAB.2410.01.0528/17518/06.00
Country of Origin	United Kingdom
Counterfeit	No
Risk Level	Not Provided
Risk Type	Fire
Risk Description	A manufacturing defect in the network control unit (NCU) may cause a loss of communication between devices within the fire alarm system and the control and indicating equipment (CIE). During an outage, the system may fail to process or respond to alarm inputs. This could result in delayed fire detection or alarm activation, increasing the risk of injury or loss of life in the event of a fire. Affected products do not meet the requirements of Regulation 305/2011 as it applies in GB. The defect is confined to a single batch of NCUs (batch reference 2410). Not all units in the batch are affected. Any loss of communication is indicated on the fire alarm panel via visual and audible fault indicators, meaning an outage is readily identifiable. The majority of outages are of short duration and self-correcting without user intervention.
Corrective Measures	Affected products have been withdrawn from the market. All remaining stock from the affected batch has been quarantined. Bull Products and Cygnus Group have commenced a phased replacement programme to replace all affected NCUs, including units that have not exhibited failures. Affected customers who have purchased this product have been contacted by Bull Products and Cygnus Group with further information. Responsible persons, fire risk assessors and building managers are advised to consider, based on the information provided, whether any temporary measures are necessary while remediation is completed. Enhanced end-of-line testing has been introduced and all future

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	production utilises a redesigned NCU board to prevent recurrence.
Notifier	Local Authority Trading Standards

Annex A – Product Identification Details

Model Number	Description	Serial Number Pre-Fix	YYMM Range containing all affected 2410 batch*	Company	Brand	Marking
SN.CIE20.A	SmartNet Pro Control Panel, 64 zone, 868 MHz – with zone LEDs	CSC	2506 - 2604	Cygnus	SmartNet Pro	UKCA/CE
SN.CIE30.A	SmartNet Pro Control Panel, 96 zone, 868 MHz – with zone LEDs	CSD	2503 - 2603	Cygnus	SmartNet Pro	UKCA/CE
S1.CIE10.A	SmartNet 100 Control Panel, 32 zone, 868 MHz – with zone LEDs	C1B	2506 - 2604	Cygnus	SmartNet 100	UKCA/CE
CN.CIE10.2	SiteNet Control Panel, 32 zone, 868 MHz – with zone LEDs	CCB	2507 - 2601	Bull	SiteNet	UKCA/CE
CN.CIE00.2	SiteNet Control Panel, 16 zone, 868 MHz – with zone LEDs	CCA	2507 - 2604	Bull	SiteNet	UKCA/CE

All products carry a serial number, allowing identification of model and build date. The serial number format is: PP.YYMM.BB.SSSS

PPP = Product Type Code

YY = Year

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MM = Month

BB = Day

SSSS = Individual Sequential Number

Product Recall