

Wednesday 7<sup>th</sup> October 2020

Ref: Safety Bulletin for Manual Call Point Flexi Element

To: Customer

Dear Sir/Madam,

Hochiki Europe has been advised of a mechanical fault affecting some of the conventional & addressable manual call points using flexi element only. We are writing to inform you that you have received products affected by this fault and therefore require your urgent action.

In affected units the flexi element may not drop, and initiate alarm as intended on the initial push or activation of device. The unit may initiate an alarm upon subsequent attempts to activate alarm, but this fault may present a fire safety risk.

When the manual call point is correctly activated, a yellow strip on the top of flexi element should be clearly visible. On any units where the flexi-element has not functioned correctly the yellow strip is not visible as per the examples shown below.



As these units have a critical life safety function, we are providing this notice of intention to recall product.

**Products affected:**

Affected units were manufactured between 27<sup>th</sup> July to 7<sup>th</sup> September 2020. This affects the range of Hochiki Europe ESP & HFP branded products, and KAC branded products which you may have received from Hochiki Europe.

These can be identified by the following;

HOCHIKI EUROPE (UK) LIMITED  
Grosvenor Road, Gillingham Business Park,  
Gillingham, Kent, ME8 0SA, United Kingdom  
Telephone: +44 (0)1634 260133  
E-mail: [info@hochikieurope.com](mailto:info@hochikieurope.com)  
[www.hochikieurope.com](http://www.hochikieurope.com)

Reg. Address:  
89 Spa Road, London SE16 3SG  
Registered in England No. 2639909  
VAT No. GB 573 8188 03



Quality Certificate No.164QMS  
Assessed to ISO 9001

Environmental Certificate No.164EMS  
Assessed to ISO 14001



**Hochiki Europe ESP & HFP branded products**

Identification can be found on the following label on the back of the call point;



Example; 17588093 – Job Number

Product Code	Description	Job Numbers affected
<b>1440380-00</b>	HCP-E(SCI) ADDR SCI CALL POINT	17490561 17490562 17490563 17490564 17516266 17516267 17516268 17516268 17516269 17516270 17531076 17531077 17531078 17531079 17546940 17546942 17546943 17546944 17546955 17551117 17551118 17551119 17551120 17568372 17568373 17568374 17591824 17591825 17591826

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<b>1440380-23</b>	HCP-E SCI(HFP)ADDR SCI CALLPOINT	17490237 17516194 17531073 17545056 17567210 17588093
<b>1440360-00</b>	HCP-W(SCI) ADD SCI CALL POINT	17514146 17529207 17546432 17565422 17584847 17603784
<b>1440380-18</b>	HCP-E SCI(HED) ADDR SCI CALLPOINT	17490239 17516196 17531075 17545058 17567712 17588094
<b>1440490-00</b>	HCP-E/Y(SCI) YELLOW ADDRESSABLE SCI CALL POINT	17516197

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**KAC Branded products**

Identification can be found on the following labels



Product Code	Description	Identification
1240140-00	CALLPOINT SAVWIRE FLEXI B/BOX	2031 to 2036
1240030-00	CCP-W WEATHERPROOF CALL POINT 470R	2031 to 2036
1240260-00	CCP-EY(SIN) YELLOW CALL POINT 470R-GLASS C/W BACKBOX	2031 to 2036
1240350-00	CCP-E (BLUE) CALL POINT NO/470 FLEXI B/BOX IN BLUE	2031 to 2036
1240400-00	Conventional Blue Call Point Double Pole Change over NO & NC (MCP4A)	2031 to 2036
1240330-00	CCP-W/Y YELLOW WEATHERPROOF CALL POINT	2031 to 2036
1240160-00	CCP-E(LED) CALLPOINT CONV LED 470R GLASS B/BOX	2031 to 2036
1440640-00	HCP-E(BLU)-SCI Blue Addressable SCI Call Point	2031 to 2036
1240010-00	CCP-E CALL POINT NO/470 FLEXI B/BOX	2031 to 2036

Please be reassured that the necessary corrective actions have been implemented to ensure units produced by the manufacturer from 8<sup>th</sup> September are not impacted.

While no injuries or property loss has been reported as a result of the issue identified, we view the return of affected units as critical to maintaining Hochiki Europe’s commitment to high standards of product quality for our customers.

**Actions Required**

In the first instance, please check if you have any affected stock in your warehouse. This should be quarantined and returned to Hochiki Europe under the RMA process, details below. Replacement devices will be issued as soon as possible.

For stock that has been installed on site, we advise customers to take one of the follow actions:

1. Replace flexi element with a glass element.

In the event this option is not suitable:

2. Replace the entire unit with a replacement flexi element call point.

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If or when the device has been replaced; the new unit should be re-tested to confirm the operation complies with local requirements. The replaced unit should be returned using the standard Hochiki RMA process.

Please contact our quality team to obtain an RMA number at [quality@hochikieurope.com](mailto:quality@hochikieurope.com) or on +44(0)1634 266530 / +44(0)1634 266533. The phone lines will be manned from 8.30-5pm Monday to Thursday and 8.30 – 4pm on Friday.

### **Coverage of costs incurred**

Hochiki Europe will reimburse time and travel costs incurred to attend site to replace or repair faulty units. A full list of costs can be provided by the Hochiki Quality department.

Please be assured that Hochiki considers this action as absolutely necessary to maintain a life safety system. We will support our customers as best as reasonably practicable to resolve issues in a timely manner. We trust our customers will share this commitment and act appropriately to rectify issues raised but please accept our apologies for any inconvenience caused.

Yours faithfully,



Shane Bartlett  
Compliance Manager  
Hochiki Europe (UK) Limited  
Gillingham, UK

Please see reverse for replacement glass guidance

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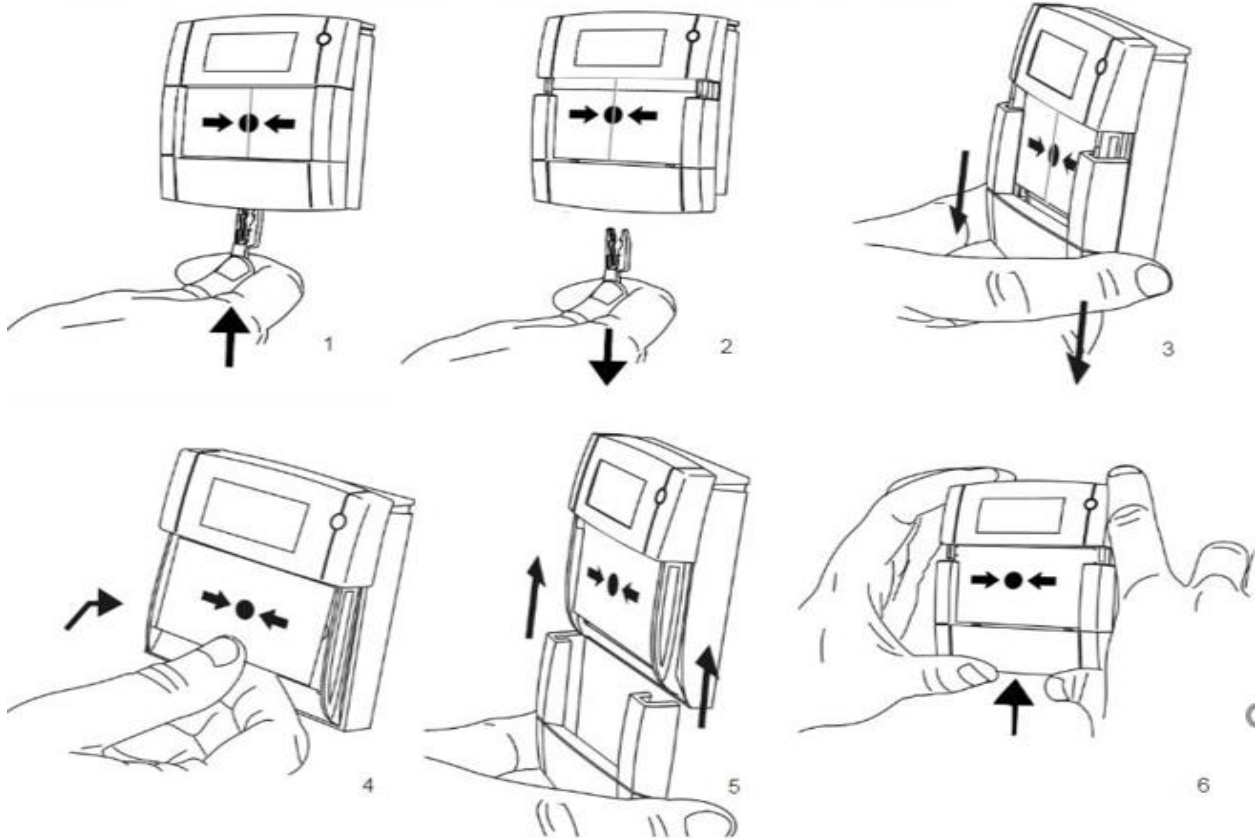


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TO REPLACE GLASS / INTERCHANGE BETWEEN RESETTABLE AND GLASS ELEMENT



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