

# Product Bulletin



## Lifeline Connect and Connect+ - Code B

Following customer feedback, Tunstall has become aware of a Code B message that is being presented to monitoring centres by some Lifeline Connect and Connect+ home units manufactured before May 2009, and which is not associated with an actual equipment failure. This communication is intended to explain the Code B message and what action to take.

### What is the Code B message?

Whilst a Code B message is meant to indicate a 'Unit Failure' at the monitoring centre, we have identified circumstances where these messages are presented but where there is no evident equipment failure. It is important to emphasise that where this has occurred the **products continue to provide alarm and speech operation as required**.

The Lifeline Connect and Connect+ regularly perform self-checks, to ensure early diagnosis of product problems. These include tests for internal memory failure, sticking keys, battery shorted or discharged, the status of the internal clock and so on. However, our software engineers have identified that very occasionally the self-checking software can start testing the unit whilst it is still preparing itself and its internal memory for normal operation, and hence can mis-diagnose a fault. This results in the unit signalling a so called 'Code B', despite there being no actual equipment fault. In this situation, the home unit will re-try the test, and pass successfully.

Whilst unlikely, any genuine equipment failure would persist, and result in a repeat signalling of 'Code B'. Please note that real 'Code B' failures are themselves very rare events.

### What home units are affected?

Only Lifeline Connect and Connect+ home units manufactured before 8<sup>th</sup> May 2009 are affected by this issue. All units manufactured in week 20 09 and later are not affected by this notice. The manufacture week and year are clearly visible on the labels of all home units and their packaging.

### How should a Code B message be treated?

Should a single Code B message be received from a home unit no immediate action should be taken. Upon receipt of any further Code B messages from the same home unit, the home unit should be returned to Tunstall via your normal service route. The unit will then be upgraded to the latest software and submitted to production test.

**NOTE:** When replacing a unit please ensure replacement units have either been software upgraded or are manufactured after the 8<sup>th</sup> May 2009 (i.e. manufactured in week 20 09 or later). The manufacture week and year can be identified on the label on the underside of the home unit and also on the packaging label:

#### Packaging Label



The week/year is identified using the first four digits of the home unit's serial number. This unit was manufactured in week 04 year 08.

#### Product label



On this label the week/year is identified separately. This unit was manufactured in week 31 year 08.