Technical Bulletin (TB-2003-03): Apollo Flame Detectors Update

Reason for notification:

Following our previous communications on the 10th July (TB-2003) and 10th August 2020 (TB-2004), we would like to update you on the current developments regarding Apollo Flame Detectors and our latest advice to customers.

The issues seen were that in a limited number of cases the IR sensor may not be calibrated correctly, resulting in misinterpretation of signal received and potentially the Flame Detector not responding to a flame. We also understand that this issue may not be detected by the Flame Detector Test Set (29600-226) or the internal device self-test. This impacts our multiple-IR detectors; IR3 & UV/IR2, but not the UV-only flame detectors.

Current Developments:

Our supplier and sister company, FFE have been investigating the issues seen and their root-cause analysis has identified the following causes of the problems seen:

- Inconsistent behaviour of multiple IR sensors
- Instability in the early operational life of the sensor
- Resulting impact of the above on the detector configuration

They have now updated their production processes to address the causes of these potential issues and the following corrective actions are now in place:

1. More comprehensive selection criteria for the sensors used in the flame detectors
2. Sensor modules will be subjected to testing beyond the period of instability before assembly
3. More rigorous testing to be carried out following assembly of the final product

These updated production processes mean that FFE can resume shipments to us, and we should start to receive initial stock deliveries during October. As stock is received our customer services team, or your account manager will be in touch to advise your anticipated stock delivery date.

Due to the enhanced testing procedures in the production process and a backlog of orders that are requiring fulfilment we anticipate these to take circa 8 weeks to complete. Any new orders will be subject to a circa 12-week lead time. We are doing everything to reduce this and we will update you as this is achieved.

Testing & Test Torch: FFE have been working on test torch modifications which can be implemented in the field. There are two versions, an IR test torch adapter (1800-008) as well as an UV/IR adapter (1800-009). Please advise your account manager if you require either of these and we will allocate stock based on test torch sales. These will be dispatched once received; anticipated end-October.

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Instructions on what to do:

1. If your most recent functional test on any of listed products was completed successfully using a live flame, no further testing is needed, however we would ask you to confirm the number of devices tested and passed.
2. If you test using the Flame Detector Test Set or the internal device self-test, we would ask you to schedule a functional test as soon as possible. It is important to bear in mind that this needs to be done with a live flame, but only where it is safe to do so. If it is not possible to test safely with a live flame in the installed environment, please remove the detector and undertake the test in a safe environment if that is appropriate.
3. If you / your customer does not presently test with a live flame and it is safe to do so, we recommend conducting the test using one of the following options detailed in TB-2004

If any devices are found in your tests to require recalibration, please contact your account manager to agree how to manage the product return and replacement.

Please forward this communication to your potentially affected customers as soon as possible and contact your Apollo account manager if you or your customers require any support.
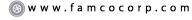
Questions:

Should you have any further questions, please don't hesitate to call your account manager directly.

Potentially Affected Product List:

Item number	Item Name
55000-019APO	Conventional Flame Detector (IR3) [SIL2]
55000-020APO	XP95 Flame Detector (IR3)
55000-021APO	XP95 Exd Flame Detector (IR3) - Flameproof
55000-023APO	XP95 Flame Detector (UV/IR2) - Base Mounted
55000-024APO	XP95 Flame Detector (IR3) - Base Mounted
55000-028MAR	XP95 Marine Flame Detector (UV/IR2) - Base Mounted
55000-029MAR	XP95 Marine Flame Detector (IR3) - Base Mounted
55000-034MAR	XP95 Marine Flame Detector (IR3) - Stainless Steel
55000-060APO	Conventional Flame Detector (IR2) [SIL2]
55000-061APO	Conventional Exd Flame Detector (IR2) - Flameproof [SIL2]
55000-062APO	Conventional Exd Flame Detector (IR3) - Flameproof [SIL2]
55000-063APO	Conventional I.S. Flame Detector (IR3) [SIL2]
55000-064APO	Conventional Flame Detector (UV/IR2) [SIL2]
55000-065APO	Conventional Exd Flame Detector (UV/IR2) - Flameproof [SIL2]
55000-280APO	XP95 Flame Detector (IR2)
55000-280RUS	XP95 Flame Detector (IR2)
55000-295APO	XP95 Exd Flame Detector (IR2) – Flameproof
29600-226	Flame Detector Test Set

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