



Safety Bulletin No. S20.1SK
January 15, 2020

***** Important Safety Notice for Silent Knight Dealers *****
Immediate Action Required

Summary: Resolves a potential communication issue between some fire alarm control panels (FACPs) and the central monitoring station restricted to Honeywell Silent Knight 6700, 6808, 6820 and 6820EVS addressable FACPs operating with firmware v6.0.17 or lower.

Action Required: All Silent Knight 6700, 6808, 6820 and 6820EVS addressable FACPs operating with firmware v6.0.17 or lower are required to be upgraded to firmware v6.0.20 or higher.

This is not a recall.

Issue: Silent Knight has identified a potential safety issue that under certain circumstances may cause the FACP noted above to not communicate alarm and trouble conditions to the central monitoring station; however, the FACP does communicate alarm and trouble conditions locally as fire detection and local notification are not affected. Action has been taken to eliminate this potential issue and FACPs built after the date code range below or with installed firmware v6.0.20 or higher are not affected.

Silent Knight 6000 Series addressable FACPs noted above, operating with firmware v6.0.17 or lower were manufactured between April 2018 and June 2019 [date codes 1418 to 2319].

The Honeywell Silent Knight 6000 Series addressable FACPs were designed to accept panel firmware updates through a connected PC. To make the update, visit silentknight.com for a free download of the latest panel firmware. Once the "Firmware Update Utility 6.0.21 Application.exe" file has been downloaded, connect the PC to a 6000 Series FACP using a USB cable and run the Update Utility file.

If you have any questions regarding this bulletin, please contact Silent Knight Technical Services at 1-800-446-6444 or sk.technicalsupport@honeywell.com

We appreciate your business and continued support of Silent Knight products and apologize for any inconvenience.