

TECHNICAL NOTICE

22 July 2024



Ref: Fireray 5000 NF (FTN-2404)

Reason for notification:

A quality issue has been identified with a small number of our Fireray 5000 products where the incorrect NF label has been applied.

Detail:

This quality issue relates to an error whereby some units sold to you may have an NF label affixed with an incorrect manufacturer code belonging to FFE's sister company, which also has products manufactured at FFE's site.

Correct NF Label		Incorrect NF Label	
Specific to FFE – this should be affixed to the product		Specific to FFE's sister company – erroneously affixed to the product	
			

The part numbers impacted are:

Part Number	Part Description	Approval
5000-048	Fireray 5000 Detector	NF
5000-062	Fireray 5000 Detector	NF
5000-112	Fireray 5000 Beam Detector System	NF
5000-120	Fireray 5000 Beam Detector System	NF

Remedy:

AFNOR has been informed of this issue and FFE is following their guidance.

Please review these Fireray 5000 units (PN 5000-048, 5000-062, 5000-112 and 5000-120) and check to see which NF label is affixed. If the incorrect label is present, please inform us and once the mislabelled product has been returned, we will replace the unit with a correctly labelled product.

Please note that CE Marking is unaffected, and the performance of the unit is unaffected.

Support and Assistance:

Should you have any questions or require assistance, our customer support team is ready to help. You can reach them at technical@ffeuk.com.

