

**To: All Fire Alarm Technicians**  
**From: Technical Services**  
**Date: November, 2000**  
**Subject: SIGA-PS, SIGA-PHS, and SIGA-IPHS Troubles and false alarms.**

---

**Introduction:**

We have received several reports of intermittent troubles and in some cases alarms when the Signature detectors listed above are installed in close proximity to some types of fluorescent fixtures.

Investigation into the cause of this problem has been traced to the new electronic ballasts found in some fluorescent lighting units. The new ballasts emit RF energy that can exceed 10 volts per meter, which is the UL standard that Signature listed detectors are tested. As a result, the normal operation of the detector can be affected.

**Solution:**

These Signature series detectors should be mounted ***no closer than 36 inches*** to an electronic ballast or the wiring from the ballast to the fixture receptacles for the bulbs.

A detector in close proximity to an electronic ballast that reports a trouble condition may be an indication that the condition exists. To determine if this is the case, the specific type of trouble bit needs to be checked. You can view the trouble bits by uploading diagnostics for the signature loop associated with the device in trouble/alarm.

If one of the following trouble bits is reported:

**Trouble Bit 30 = 'Quiescent value optical sensor too low'**  
**Trouble Bit 29 = 'Quiescent value optical sensor too high'**

Then relocation of the detector as suggested above, or replacement of the unit with a different type of Signature Series detector, may be necessary. If corrective action is taken, a RESTART should be executed in order to clear the old trouble bits.

**If you have any questions regarding this application please contact EST Technical Services in Sarasota, Florida at 941 755-4811.**  
**Email us: [EST.Techsupport@edwards.spx.com](mailto:EST.Techsupport@edwards.spx.com)**



**SARASOTA**

6411 PARKLAND DRIVE  
SARASOTA, FL 34243  
PHONE: (800) 655-4497  
FAX: (941) 753-1806  
BBS:(941) 751-9778

**EST**  
**TECHNICAL FAX**