

MS-9050UD “CS-CALC ERROR”

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Dear valued customer:

Fire-Lite has verified that MS-9050UD panels manufactured from January 1, 2008 through February 5, 2008 [date codes 0108 to 0508] will display a trouble condition upon power up. The panel will go into trouble and display the message “CS-CALC error.” This is a memory check message from the manufacturing process and can be cleared by “re-flashing” the firmware. The panel is not defective.

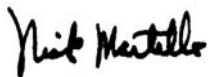
A subsequent flash of the panel will correct the problem. The latest firmware can be found at www.firelite.com/pktools along with the current version of the Panel Programming Utility (PPU). When updating the panel use part number “PRT/PK-Cable” and follow instructions included in the PPU Wizard. It is critical to the process that this cable be used and that all four wires are connected to the proper terminals on the panel. Customers may, at their option, return unopened product via the normal RMA method to obtain a replacement.

Unopened product that will require memory re-flash can be identified by a single letter purple D or E. (D was used for January and E was used for February production.) Product with the updated firmware that will not require memory re-flash can be identified by two purple letter E’s on the carton as shown in the photo.



If programming assistance is needed in performing the panel flash upgrade, please contact our technical service department Monday through Friday, 8:00 AM-5:00 PM Eastern Standard Time, 800-627-3473.

Sincerely,



Nick Martello
FireLite Marketing Director