



System Sensor  
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**Safety Bulletin No. SSR24.1SB**  
March 11, 2024

## **Operational issues on the System Sensor Low Frequency Sounder models**

**HWL-LF, HWL-LF-BP10, HRL-LF, HRL-LF-BP10, HGWL-LF-BP10, P2WL-LF**  
**Date codes 3034 and 3035**  
**(the “Products”)**

### **Immediate action is required**

This recall is being conducted in cooperation with the U.S. Consumer Product Safety Commission

#### **Summary:**

- Potential for low volume sound output or no sound output on the models listed above at any point subsequent to testing, manufactured with date codes 3034 and 3035. The date code location is shown on page 2 of this bulletin.
- Low Frequency Sounder models listed above with date codes outside of 3034 and 3035 are not impacted and do not need to be returned.
- System Sensor Low Frequency Sounder models not listed above are not impacted and do not need to be returned.
- This communication does not impact the newly released LED series AV products.
- For the P2WL-LF, this issue does not impact the products ability to flash but does impact the sound output.

**Issue:** System Sensor has identified an issue that could affect the sound output on the Products with date codes 3034 and 3035. Even if an issue wasn't identified at the time of commissioning, this notification is a safety issue and should be addressed promptly and product replaced to avoid potential problems with system operations which may arise.

**Action needed: All Products of models listed above and with manufactured date codes 3034 and 3035 should be replaced and returned.** The warranty return policy for the Products listed above will be honored and those Products and date codes listed above should be returned through normal channels.

System Sensor will reimburse reasonable expenses with the return of the Certificate of Compliance portion of this bulletin and by following the instructions on the form. The Certificate of Compliance can be submitted by email to [LFSounder.recall@systemsensor.com](mailto:LFSounder.recall@systemsensor.com) along with any additional documents specified on the form's instructions to start the reimbursement process.

***FOR DISTRIBUTORS: Please email this Safety Bulletin to each of your customers to alert them to this corrective action and the need that all products of models listed above and with manufactured date codes 3034 and 3035 need to be replaced and returned. If you do not have a valid email address, please mail the Safety Bulletin. Please retain written proof that this Safety Bulletin has been sent and received by each of your customers.***

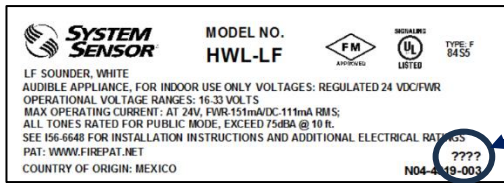
If you have any questions regarding this bulletin, please contact System Sensor Technical Support at 1-800-736-7672.

Our goal is to resolve this issue as efficiently as possible and we apologize for the inconvenience.

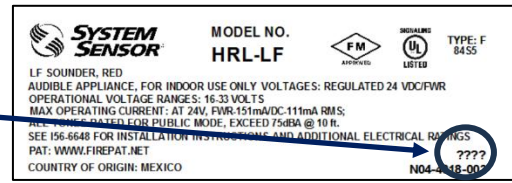
Product label and Carton label date code locations

**HWL-LF**

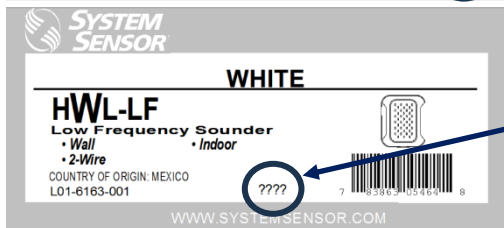
**HRL-LF**



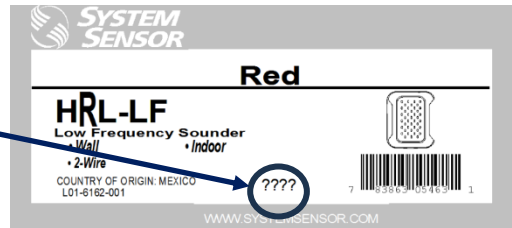
Product label  
4-digit date code  
3034 and 3035



Product label  
4-digit date code  
3034 and 3035



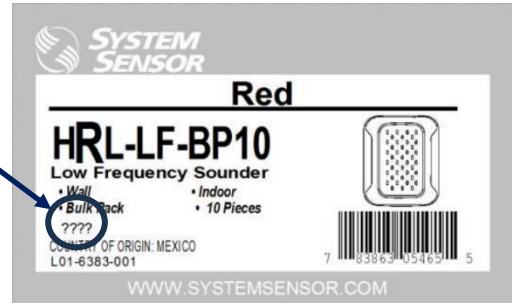
Carton label  
Individual product  
4-digit date code  
3034 and 3035



Carton label  
Individual product  
4-digit date code  
3034 and 3035



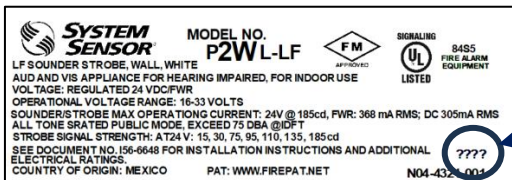
Carton label  
10 unit bulk pack  
'-BP10'  
4-digit date code  
3034 and 3035



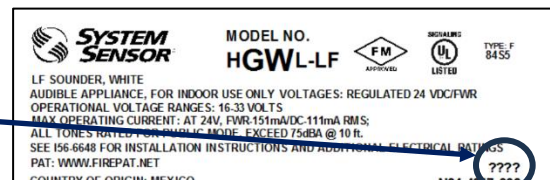
Carton label  
10 unit bulk pack  
'-BP10'  
4-digit date code  
3034 and 3035

**P2WL-LF**

**HGWL-LF-BP10**



Product label  
4-digit date code  
3034 and 3035



Product label  
4-digit date code  
3034 and 3035



Carton label  
Individual product  
4-digit date code  
3034 and 3035



Carton label  
10 unit bulk pack  
'-BP10'  
4-digit date code  
3034 and 3035



## Certificate of Compliance for Distribution Customers

### Low Frequency Sounder Replacement

I do hereby confirm that the System Sensor Low Frequency Sounder models and quantities specified below have been replaced in accordance with the System Sensor Safety Bulletin dated March 11, 2024.

Site Name	Model	Quantity Replaced	On-site hours	Date of Replacement

Additional rows available on the subsequent page.

**Information on the person performing the replacement.**

(Print Name)	(Signature)
(Company Name)	(Phone Number)
(Address)	(Distributor   Point of Purchase)
(Email)	(Account # with Distributor)

**This Certification of Compliance must be completed and signed by an individual duly authorized.**

The following two documents must be scanned and emailed to [LFSounders.recall@systemsensor.com](mailto:LFSounders.recall@systemsensor.com)

- This completed Certification of Compliance
- A copy of the return authorization document generated at the distributor confirming return of the models and quantities listed above. **Important note:** the models and quantities on this document must match the models and quantities on the return authorization document.

Upon submission and review of these two documents, the fire alarm dealer identified above will be credited through the distribution channel to their point of purchase.

**Certificate of Compliance**

**Low Frequency Sounder Replacement**

**If this subsequent page is used, it must be returned with the first page**

I do hereby confirm that the System Sensor Low Frequency Sounder models and quantities specified below have been replaced in accordance with the System Sensor Safety Bulletin dated March 11, 2024.

\_\_\_\_\_  
(Print name)

\_\_\_\_\_  
(Signature)

**This Certification of Compliance must be completed and signed by an individual duly authorized.**

Site Name	Model	Quantity Replaced	On-site hours	Date of Replacement

**IMPORTANT NOTE: This is a subsequent page of the Certificate of Compliance. This subsequent page cannot be submitted without the first page.**