

Software House

C•CURE 9000 Technical Assistance Bulletin

Date: November 30, 2022

TAB number: SWH-TAB-000035806

Topic: iSTAR Ultra G2 ACM Fire Alarm Interlock (FAI) relay drive logic change

Affected versions/items

This issue affects the following items:

- iSTAR Ultra G2 ACM.
- iSTAR Ultra G2 Controller Installation and Configuration Guide.

Note: This is a potential life-safety issue. Follow the steps in the Solution section below to reconfigure lock outputs to ensure FAI functions as expected in a fire situation.

Issue symptoms

Software House updated the Fire Alarm Interlock (FAI) relay drive logic on iSTAR Ultra G2 ACMs to align with industry standards.

The FAI relay drive logic operates differently from previous iSTAR Ultra G1 ACMs.

Background

In a fire situation, if the ACM were to lose power, the expectation is that all “fail safe” doors would remain unlocked to allow free egress.

iSTAR Ultra G2 FAI behavior: FAI-enabled relays deactivate and are disabled if FAI activation occurs when the F (fire) input of J84 opens (J84 is NC – normally closed).

iSTAR Ultra G1 FAI behavior: FAI-enabled relays activate if FAI activation occurs.

This change in behavior is not reflected in the iSTAR Ultra G2 Controller Installation and Configuration Guide (iSTAR-Ultra-G2-UM-8200-1995-01) revision A0 and B0.

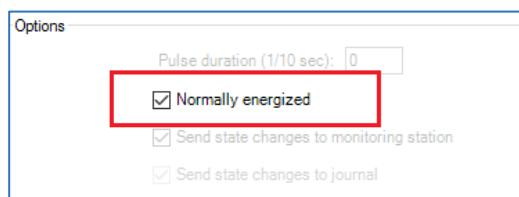
Solution

Reconfigure lock outputs for Ultra G2

Lock outputs must be reconfigured in C•CURE and at the ACM when replacing existing iSTAR Ultra G1 ACMs with new iSTAR Ultra G2 ACMs.

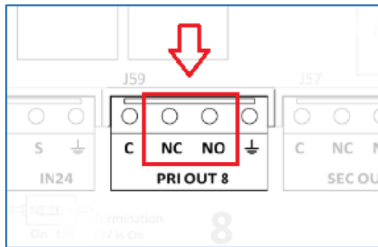
- **C•CURE:** In the iSTAR Output Editor in C•CURE, outputs must be set to Normally Energized for any FAI-enabled relays as shown in Figure 1 below. Refer to the *Configuring iSTAR Controllers* chapter in the *C•CURE Hardware Configuration Guide* for more information.

Figure 1: Normally energized checkbox



- ACM: At the ACM, outputs must be rewired between NO (Normally Open) and NC (Normally Closed) on the relay contact to implement a combination of applying or removing power to release magnetic locks or other door mechanisms.

Figure 2: ACM outputs



Note: This is a potential life-safety issue. Failure to reconfigure lock outputs in C•CURE and at the ACM will result in FAI not functioning as expected in an actual fire situation.

Documentation Resolution

The iSTAR Ultra G2 Controller Installation and Configuration Guide is being updated to correctly reflect FAI behavior on iSTAR Ultra G2 ACMs.

Technical support contact details

If you require further assistance with this technical advisory bulletin, contact Software House technical support.

Technical support telephone numbers		Technical support web portal links
US and LATAM	+1 800 507 6268	Support Case Online Portal
EMEA and APAC	+ 800 2255 8926	Complete Support Contact List

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End of Technical Assistance Bulletin

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