

MEAN TIME BETWEEN FAILURE SUPPORT STATEMENT

For peace of mind long after goods have been delivered, quality and reliability are our watchwords. The following ADVANCED products have therefore been covered by a warranty for a period of **three years** from the date of purchase:

- All 'Mx-4000' series fire control panels and associated peripherals.
- All 'Lx-9000' series control panels and associated peripherals.
- All 'Ex-3000' series fire control panels and associated peripherals.
- All 'Mx-5000' series fire control panels and associated peripherals.
- All 'AX' series fire control panels and associated peripherals.

All other products including, but not limited to, emergency lighting product, radio based products and third party manufactured products, are covered by this warranty for a period of **one year** from the date of purchase.

Advanced were proud to be market leaders in the drive to implement a three year warranty policy on all Advanced manufactured items. This not only shows our confidence in our product design and manufacturing processes but also our ability to provide first hand technical support to help resolve on site operator/installation issues if and when they occur.

In order to give some idea of the MTBF, we can focus on the characteristics of the electronic components used within our system which are subject to extreme conditions.

From this information we have been able to establish the following:

MTBF value quoted by the manufacturer - Under normal operating conditions, based on an ambient temperature of 25°C, components within the fire panel enclosure could reach a peak temperature of approximately 45°C. This equates to 160,000 hours of life or 18.2 years for the most heavily stressed component. However, lower temperatures could significantly increase MTBF.

Keith Sewell
Quality Manager

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