

## NOTICE REGARDING POTENTIAL MOTION DETECTOR FALSE ALARMS

**TSB #:** 180713

**DATE:** 07/13/18

**RE:** NOTICE REGARDING POTENTIAL MOTION DETECTOR FALSE ALARMS

### Overview:

Qolsys S-Line Motion Detectors (QS1230-840) shipped after May 18th, 2018, date codes 1820-1825, may generate an increased false alarm rate. The issue manifests itself in that some motion detectors, within roughly an hour of arming **Away**, send a supervisory event to the IQ Panel 2 as expected but then also send an immediate false activation event. This then generates a false alarm. S-Line motions shipped prior to May 18<sup>th</sup>, or non-S-Line motions (QS1200-P01) are not affected.

### Corrective Action:

Beginning Monday, July 16th, 2018, a new software update (2.2.0) will be made available to download wirelessly to IQ Panel 2's. This software update properly handles the supervisory and false activation event from the motion detector and prevents a false alarm.

As standard operating procedure for new installs, please ensure IQ Panel 2's are updated to the latest software at the time of install. Due to the nature of the corrective action, motion detectors that exhibit the affected behavior should not be used on the 1st Generation IQ Panel or with other non-Qolsys control panels.

### Affected Qolsys SKU's:

- Qolsys S-Line Motion Detector (QS1230-840)
  - Date Codes: 1820 - 1825

