

NOTICE REGARDING IQ MOTION WALK TEST & BATTERY LIFE

TSB #: 200331

DATE: 03/31/20

RE: NOTICE REGARDING IQ MOTION WALK TEST & BATTERY LIFE

Overview:

Certain IQ Motion Detectors (QS1231-840) were loaded with incorrect firmware such that the detector will stay in walk test mode (LED on the front will light up with each trip) and will not go into sleep mode. These motions also transmit more frequent supervisory signals to the panel than those with normal firmware. These two factors result in a reduction of expected battery life.

Corrective Action:

Proactive efforts are being made by Qolsys to exchange affected stock. If you purchased a motion from one of the batches of date codes below and need to exchange it for a new one, please contact techsupport@qolsys.com via email with "TSB 200331" in the Subject line and a ticket number will be issued in order to return the motion to where you bought it for an exchange. Motion Detectors outside of the date codes listed below are not affected and do not need to be returned. **Motion Detectors inside the affected date range but that have been flashed with the correct firmware will have a label applied to all outer boxes and the back of the motion and will be marked as "TEST OK".** These units do not need to be returned.

TEST
OK

Affected Qolsys SKU's:

IQ Motion-S (QS1231-840) with Date Codes 1949 - 1951 & 2001 - 2011 (digits 5-8 of the SN):

Example:

Label on Motion Box
Date Code 2004



Example:

Label on Back of Motion
Date Code 2004

