

NOTICE REGARDING SRF SENSORS ON IQ PANEL 2 AFTER AC POWER FAILURE

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RE: NOTICE REGARDING SRF SENSORS ON IQ PANEL 2 AFTER AC POWER FAILURE

Overview:

We recently discovered that under certain conditions SRF sensors (319MHz, 345MHz, 433MHz) may not report to the IQ Panel 2 correctly.

For IQ Panel 2's that have performed an SRF sensor test and then experienced a subsequent AC power failure, SRF sensor state changes may not be properly handled by the panel and may not generate normal zone events (open, close, alarm, tamper, etc).

This issue is limited to SRF sensors on IQ Panel 2's running 2.5.3, 2.5.4, 2.5.5 or 2.6.0 software only. PowerG sensors, Z-Wave and Bluetooth devices are unaffected and will continue to operate as expected.

Interim Resolution:

SRF sensors will return to normal operation immediately following the first Arm/Disarm cycle after the AC power failure.

To prevent this issue from reoccurring, a "Panel Reboot" should be performed at any point after the installation process is complete. To minimize impact to the homeowner, a remote "Panel Reboot" is recommended in the Disarmed state.

As a proactive measure, an automatic reboot will be issued to affected IQ Panel 2's. The reboot will be executed during randomized daytime hours and only for panels that are in the disarmed state.

Resolution:

Software version 2.6.1 addresses the root cause of the SRF issue.