

NOTICE REGARDING FALSE TAMPER EVENTS ON IQ HARDWIRE 16-F

TSB #: 210708

DATE: 07/08/21

RE: NOTICE REGARDING FALSE TAMPER EVENTS ON IQ HARDWIRE 16-F

Overview:

We have recently discovered that a batch of IQ Hardwire 16-F's (QS7133-840 & QS7134-840) may under certain conditions generate random false tamper/tamper restore events on zones wired to the module.

Corrective Action:

Proactive efforts are being made by Qolsys to exchange affected stock. If you purchased an IQHW16-F from one of the batches listed below, and are experiencing a false tamper event, please return it to your distributor to exchange it for a new unit.

IQ Hardwire 16-F's outside of the revision code(s) listed below are **NOT** affected and do not need to be returned. Units inside the affected revision code(s) but that are marked with a "TEST OK" label do not need to be returned.

TEST
OK

Affected Qolsys SKU's:

- Revision "C" on IQ Hardwire 16-F; small enclosure (QS7133-840)
- Revision "B" on IQ Hardwire 16-F; large enclosure (QS7134-840)

The Revision Letter (4th digit of the SN) may be found on the box label or on the back plastics of the IQ Hardwire 16-F:



**IQ 16-F
HARDWIRE**
QS7133-840
(Small Enclosure)



**IQ 16-F
HARDWIRE**
QS7134-840
(Large Enclosure)

Example:

Label on **QS7133-840**
Revision "C"



Example:

Label on **QS7134-840**
Revision "B"

