

## NOTICE REGARDING IMAGE SENSOR DAUGHTER CARDS

**TSB #:** 211108

**DATE:** 11/08/21

**RE:** NOTICE REGARDING IMAGE SENSOR DAUGHTER CARDS

### Overview:

We have recently discovered that a batch of IQ Card-IS (QC003-840) have incorrect firmware loaded and will not allow Image Sensors to be learned into the system.

### Corrective Action:

Proactive efforts are being made by Qolsys to exchange affected stock. If you purchased an IQ Card-IS from the batch listed below, and are experiencing issues with learning in Image Sensors, please return it to your distributor to exchange it for a new unit.

Versions of IQ Card-IS manufactured outside of the date code listed below are **NOT** affected and do not need to be returned. Units inside the affected date code but that are marked with a “TEST OK” label have been flashed with the correct firmware and do not need to be returned.

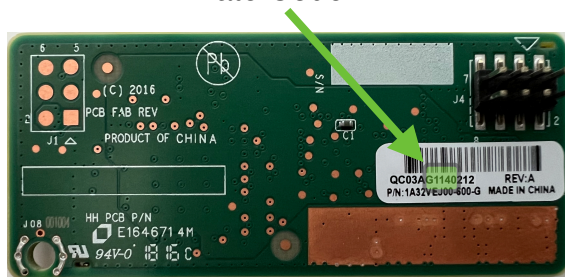
TEST  
OK

### Affected Qolsys SKU's:

IQ Card-IS (QC003-840) with date code **114** (manufactured in 2021, Week 14)

The Date Code (7th, 8th & 9th digit of the SN) may be found on the box label or on the back of the Image Sensor Daughter Card:

**Example:**  
Label on **Daughter Card**  
Date Code “114”



**Example:**  
Label on **Box**  
Date Code “114”

