TECHNICAL SERVICE BULLETIN

Johnson Controls

IQ PANEL 2, 2+ & 4 COMPATIBILITY NOTICE WITH IQ REMOTE (QW9104-840)

TSB #: 220928
DATE: 09/28/22
RE: IQ PANEL 2, 2+ & 4 COMPATIBILITY NOTICE WITH IQ REMOTE (QW9104-840)

<u>Overview:</u>

When utilizing IQ Remotes (QW9104-840) with Serial Numbers QW04A**2218** and higher (2219, 2222, 2228, etc.) on an IQ Panel 2/2+, please ensure that the primary panel is updated to 2.6.2 or higher PRIOR to pairing the IQ Remote. When pairing to an IQ Panel 4, please ensure the primary panel software is updated to 4.0.1 or higher.

When an IQ Remote with a serial # higher than **QW004A2218** is paired to a Panel running a version of software lower than 2.6.2 or 4.0.1 it will cause the IQ Remote to not work properly.

Note: IQ Hub and IQ4 Hub are not affected.