

IMPORTANT SAFETY NOTICE

Dear Valued Customer,

Products Affected: VISTA-21IP, VISTA-21IPSIA

Subject: Our records indicate that you have purchased a VISTA-21IP or VISTA-21IPSIA alarm control panel between the dates of 6/11/08 – 1/20/09 or date codes L163 – M020. We have recently learned of a potential software issue for units manufactured during that time period.

Potential Issue: When a supervised wireless device is used with the affected control/s mentioned above and is programmed with the silent panic feature, if the panic button is pressed only once *before* the automatic “check in” signal has been transmitted, the panic communication could be interpreted by the panel as a “trouble” condition rather than as an alarm. If, however, the panic button is pressed only once *after* the automatic signal has been transmitted, the panic communication would be interpreted correctly. In addition, if the panic button is pressed more than once before the automatic signal has been transmitted, the subsequent panic communications would be interpreted correctly. Honeywell has received no reports of any incidents or injury.

Units marked with date codes between L163 and M020 may be defective. Defective units can only be determined by verifying the label on the panel’s microprocessor reads “WA21IP-1.0” or “WA21IPSIA-1.0”.

Panels manufactured before or after the range given do not contain the defective software and therefore the product is ok. Corrected units will also have a label on the exterior of the packing carton which reads “WA21IP-1.1” or “WA21IPSIA-1.1”.

It is very important that your customers whose premises are protected by these units have been contacted concerning this issue and ensure that every potentially-affected unit in the field has been returned and replaced.

What You Should Do. To make this process as easy for you and your customers we have done the following:

- 1) Enclosed a letter directed to your customers that you can put on your letterhead to help you through this exchange process.
- 2) Created an exchange program so you can easily get new replacement chips and return the old ones. Please contact Honeywell Customer Service at 1-800-573-0154 for instructions on ordering the V21IPUPG or V21IPSIAUPG field

upgrade kit/s and for related returns processing. Upgrade kits are provided at no charge and contain detailed installation instructions. Upon completion of the upgrade, contact customer service to return the chip with a copy of the service record and we will credit your account a \$75 compensation fee for the service call and any inconvenience's we may have caused.

If you have any questions or need additional information about this issue, please contact the Customer Service department at 1-800-645-7492 between the hours of 8:00am and 9:00pm ET Monday through Friday.

This program is being conducted in cooperation with the U.S. Consumer Product Safety Commission, which will monitor the effectiveness of the program.

We apologize for any inconvenience this may have caused, and appreciate your continued support of Honeywell products.

Sincerely,

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