Customer Notice

Product

GE Security is voluntarily notifying customers that the NetworX family of security alarm panels manufactured with Version 2 software could experience two separate issues that will affect the performance of the panel for the end user. This notice affects all panels in the following families, including all kits:

- NX-4
- NX-6
- NX-8

Version 2 panels have been manufactured since December 2004 and affected versions vary by panel (Date Codes before 3005):

- NX-4 V2 version 1.04 and below
- NX-6 V2 version 1.05 and below
- NX-8 V2 version 1.04 and below

Below is detailed information on each issue.

Date

July 29, 2005

Over-Current Reporting

Problem

The default condition for over-current reporting on the NX V2 controls is "disabled." In the unlikely event that the installer has enabled over-current conditions for reporting, the central station may receive a report of an over-current condition followed almost immediately by a restore report. If the panel is not enabled for reporting this condition, then it will only be logged in the panel's event logs and the keypads may flash the service condition briefly. If a service condition is displayed on the keypad(s), an end user would see the following:

LED keypad the service light would illuminate.

LCD keypad (NX-148E or NX-1192E) it would display a service condition message.

By typing *2 at the keypad, the display would indicate the over-current condition.

If over-current reporting is enabled on the control panel, the central station will receive Over-Current Faults and Over-Current Restores. If the over-current feature is not enabled on the panel, no report will be sent to the central station. This is more of a nuisance issue for the Central Station and end user than a true incident.

Solution

To keep the central station from receiving false over-current reports, the over-current reporting can be disabled on the control panel. This will stop reporting to the central station, but will not stop the panel from logging the false condition or displaying a keypad message. If this feature is required or you wish to eliminate the event logging, you have two options:

1. GE Security is designing the NX-588 field-programming tool (similar to the NX-586). This tool will allow the installer to make a site visit and reflash the microprocessor with the updated version of code that eliminates this problem from occurring. Unfortunately, this tool will not be available until late October 2005. Once available, GE Security will provide each affected dealer with one of these units at no cost. The NX-588 has a USB connection that will allow you to load up to four control panel configurations from a laptop or PC as well as future code upgrades that can then be easily downloaded to a panel onsite.

2. The main control panel board can be replaced with an upgraded version that completely eliminates the problem. While we are completing the design of the NX-588 field-programming tool, dealers who need to replace the main board in a panel can contact GE Security customer support and obtain an advance replacement board at no cost. GE Security will also provide $50 in product compensation for each board returned as a result of this issue. This offer expires once the NX-588 tool is available.

NX-4 V2 and NX-6 V2 panels produced between Jan 2005 and Jul 20, 2005 (Date Codes 0105 - 2905) may exhibit this issue and need to have their main board replaced or programming changed to stop reporting.

Communicator Lockup

Problem

When a panel is programmed to report Recent Closings or Exit Errors and an alarm is aborted (cancelled during the dialer delay), the communicator can lock-up and will no longer communicate to the central station. During this lock-up the keypads will not receive updated system information. As such, the system incorrectly shows that certain global operations are not functioning. This includes bypassing zones and indicating service conditions on the keypad. During this lock-up, while the communicator is not functioning, all other features of the panel will continue to operate correctly, including all sensors tied to the panel alarming locally.

The end user would be unable to get updated system information on their keypads during this condition, so it would appear that certain global operations are not functioning; this includes bypassing zones and indicating service conditions on the keypad. Attempting to

bypass or un-bypass a zone would appear to not work. An end user will still be able to arm and disarm their system and execute other key functions including: enabling chime, silencing the keypad buzzer or sirens, etc. All functionality, except for central station reporting, continues to work, however, only the partition information will display on the keypads.

Solution

To prevent the communicator lock-up issue, dealers/installers can remotely access and disable the reporting of Recent Closings and Exit Errors, which will avoid the conflict that causes the lock-up. The programming change to stop reporting is found at: **Location 23, Segment 3, Options 7 & 8 (see additional programming sheet for details on programming steps)**. Once available, dealers can use the new NX-588 field-programming tool to re-flash the control board with the latest version of code as described on the previous page. Until the NX-588 is available, dealers can replace the main control panel board with an upgraded version, which will completely eliminate the problem. To do so, contact GE Security customer support to obtain advance replacement boards.

All NX v2 panels produced between Jan 2005 and Jul 20, 2005 (Date codes 0105 - 2905) could potentially exhibit this issue and may need to have their main board replaced or programming changed to eliminate this issue.

Incidents

GE Security has received no reports of any incidents.

What to do

If you installed any of the above listed NetworX security alarm panels manufactured during the affected time period (0105 - 2905), please contact GE Security Customer Service, Monday through Friday between the hours of 8 a.m. and 8 p.m. EST at 888-GE SECURITY (888-437-3287).

GE Security will provide a replacement Board Only at no charge for installation in the affected panel as well as issue an RMA to return the affected board to the manufacturer. GE Security Technical Support is also available at 888-GE SECURITY (888-437-3287) for questions about programming changes.

GE Security is offering dealers/installers $50 in product compensation for every panel where the board is changed due to either of these issues. This offer expires when the NX-588 field-programming unit is available, at that time we will request that dealers reflash the microprocessor rather than replace the main board. Please contact Customer Service for information on how to use your compensation and/or to request to pre-order an NX-588, which we will ship to you at no charge once available (est. late October 2005).

New versions of the NX version 2 panels have been marked with a blue dot on the product label, located next to the Part Number or Bar Code. Those panels with a blue dot are not affected by this notice.