



Wireless Door Window Sensors Customer Note

Product Wireless Crystal Door/Window Sensors
60-362-10-319.5 (Standard) / NX-650
60-362-11-319.5 (Standard) / NX-651
60-641-95 (Long Life) / NX-652
60-641-11-95 (Long Life) / NX-653
60-499-10-319.5 (Slim Line) / NX-452
60-499-11-319.5 (Slim Line) / NX-453

October 12, 2006

Notice **GE Security recently identified a low-battery issue with a small number of our wireless door/window sensors (DWS). This issue may affect some of the sensors within the product models listed above and only those with a GRAY capacitor. GE Security is committed to quality and customer service and will offer dealers who need to switch out product that exhibits this characteristic a \$35 product compensation for each defective sensor replaced in the field and returned to GE Security. All returned units will be tested and only defective units will receive reimbursement.**

Issue The issue presents itself as a low battery and/or supervisory signal to the panel and central station soon after the battery has been replaced for an initial low battery condition. This second low battery/supervisory signal event occurs within 60 days of the initial battery replacement. While in a low battery condition, the sensor continues to work as intended.

GE Security worked with dealers and determined this low-battery condition is a result of an issue with a capacitor in the DWS. The capacitor issue is limited to capacitors supplied by one specific vendor. These capacitors are easily identified by an installer or service technician, as the capacitor is **GRAY**. Capacitors that are **BLUE** or **GREEN** are **not** affected by this notice.

Through testing, GE Security has determined that approximately 4.5% of sensors sold between February 2004 and June 2005 will have the described low-battery issue.

Solution After identifying this issue, GE Security changed vendors and the manufacturing process so that only **BLUE** or **GREEN** capacitors were used. In addition, all existing stock was fitted with these capacitors to eliminate this issue.

If a DWS was installed for a user during the affected time period, utilizes a gray capacitor, and is exhibiting the low battery/supervisory signal issue, please contact GE Security Customer Service at 888-GESECURITY (437-3287) and request a return authorization. When making this request, please ask the customer service agent to note that this return is due to the **"Low Battery Super Cap Issue"**. A replacement sensor will be shipped at no charge to the customer.

In addition, GE Security is offering dealers a \$35 product compensation for each sensor replaced in the field. **Upon return to GE Security, all sensors will be inspected and tested.** Dealers will only receive reimbursement for returned sensors that contain the gray capacitor and exhibit the low battery issue. If a sensor is returned with a blue or green capacitor or the test results on a gray unit indicate the unit is good, GE Security reserves the right to withhold compensation to the dealer.

Please reference the attached photos for capacitor identification.

Contact If you have questions or concerns about the issues addressed in this technical bulletin, contact product marketing manager [Stacie Wingfield](#).

