



Concord Express Control Panel Customer Bulletin

Product	Concord Express Control Panel.
Date	January 19, 2007.
Issue	<p>GE Security has determined that a very small percentage of Concord Express panels may power down when exposed to high levels of electromagnetic interference (EMI) if they are not properly grounded.</p> <p>Symptoms may include the following:</p> <ul style="list-style-type: none">• Panel may unintentionally power down and stop operating.• Keypad will lose all power, and LED and LCD indicators will not function.• Keypad keys will not activate any functions for the control panel.• Panel will not communicate locally or to a central station.• Terminal 4 (12-volt output) drops to 0 volts. <p>After extensive testing, we have linked the cause of this problem to external electromagnetic interference (EMI). Our testing has shown that a small number of panels, when improperly grounded, may become susceptible to EMI. Proper grounding of the panel, as instructed in the installation manual, helps protect against EMI issues and the related problems that can occur.</p>
Solution	<p>Our testing has proven that proper grounding of the control panel will enhance the panel's performance in protecting it from EMI. For proper grounding, follow the instructions in the installation manual or as shown on the wiring diagram on the inside front door of the enclosure for the control panel. To properly ground the panel, connect a 16-gauge solid copper wire from an earth grounded cold water pipe clamp to the panel's lower right circuit board screw. For best results, crimp a spade lug on the wire end that connects to the control panel and secure the spade lug under the circuit board screw as shown in <i>Figure 1</i> on page 2.</p>
Contact	<p>If you have questions or concerns, please call technical support at 888.GESECURity (888.437.3287) during normal business hours (Monday through Friday, excluding holidays, between 5 a.m. and 5 p.m. Pacific Time).</p>

Figure 1. Grounding a Concord Express panel

