



GE Security

*A GE Infrastructure Business
12345 SW Leveton Drive
Tualatin, OR 97062
Phone No. 888 437 3287
Fax No. 503 691 7566*

2500-DAC Questions and Answers

Last Updated April 2, 2002

Are the ESL 1500-DAC and 1500-DAC2 affected by this recall?

No.

Is there a replacement UL product available?

No. There are no UL approved replacement DACs for use with the 1500 or 2500 control panels.

What should I do if I have a 1500 or 2500 control panel installed with a 2500-DAC?

You must change-out the entire system.

Where do I get the new panel?

Contact your local distributor to order a suitable replacement panel for your application.

If I have a 1500 or 2500 panel in an installation without a 2500-DAC, do I need to replace the panel?

No. Only installations with a 2500-DAC need to be replaced.

Will I be compensated for labor and travel cost incurred during this replacement?

Yes. Please contact GE Security Customer Service at 1-888-GE SECURITY (888-437-3287) to discuss the change-out costs associated with the panels.

Who do I call with technical questions?

GE Security Technical Support can be reached at 1-888-GE SECURITY (888-437-3287) from 6:00 AM to 5:00 PM Pacific Time.

Is there a time limit on my participation in the program?

No.

Is there a particular date range for these panels?

May 1999 – August 2002.

What do I tell my customers about this service call?

The call is necessary to insure communications (reporting) with the central station.

What if the customer does not have monitoring?

If the customer does not have monitoring, but has the 2500-DAC, it still needs to be replaced.

I may not be able to contact some of my accounts for quite some time. Is there a short-term fix until I can change the DAC?

No. All customers must be notified as soon as possible that their communicator and system must be replaced; there is no short-term solution for the 2500-DAC.