



## IMPORTANT SAFETY NOTICE

### NetworX NX-6 Series Version 2 Software Issue

Dear (Distributor):

GE Security recently identified a software problem on the version 2 NetworX NX-6 series of control panels. These units go into a fault mode on the 2-wire smoke zone when power is restored after the panel experiences a complete power loss. Although GE Security has received no incident reports in which a system failed to alarm due to the fault, we are working to voluntarily replace all NX-6 series products affected. We urge you to participate in this voluntary replacement program to help protect the safety of your customers. To encourage your participation, GE Security is offering a \$50 product credit for each panel corrected. Below is important information that you will need to participate.

This voluntary replacement affects all of the following version 2 NX-6 series model numbers:

NX-6	NX-648-KIT	NX-6-BO-FG
NX-6-FP	NX-6-FP-1	NX-6-FP-4-LM
NX-6-FP-4-LM-MPI	NX-6-FP-4-LM-NTS	NX-6-FP-7-INT
NX-6-FP-8	NX-6-FP-8-LM	NX-6-FP-8-SCOTT1
NX-6-FP-9-LM	NX-6-FP-INT	NX-6-FP-LM-12
NX-6-KIT	NX-6-KIT-12	NX-6-KIT-12-HART
NX-6-KIT-12-LM-LX-GT	NX-6-KIT-12-LX	NX-6-KIT-4
NX-6-KIT-4-LX	NX-6-KIT-8	NX-6-KIT-9-LX

**Existing Inventory.** This notice only involves the version 2 of the NX-6 series where 2-wire smoke detectors were installed. If the version 2 NX-6 series was installed with a 4-wire smoke zone, the fault mode will not occur and the panel will function properly after a power loss.

Additionally, any previous version of the NX-6 series products are not affected. If you have a product that is packaged with NetworX labels below, those products are not affected by this recall notice.



If you have any NetworX NX-6 V2 products on your shelves, please contact customer service for an RMA to return those products for replacement.

GE Security would like to work with you to identify customers who may have installed an NX-6 version 2 panel with a 2-wire smoke zone, and encourage them to have the main circuit board replaced immediately. To facilitate this notification, we have enclosed a sample letter that you may use to send to your customers. Notification to these customers is very important and we ask you to send these letters or otherwise contact your customers directly as soon as possible. Please contact Customer Service at 888-GESECURITY (888-437-3287) for information on alternative contact measures, such as GE Security contacting your customers for you, as well information on how to be reimbursed for your notification expenses.

GE Security will provide your customers with a free replacement circuit board for all version 2 NX-6 boards affected by the software issue. Replacements can be obtained by contacting GE Security Customer Service.

We apologize for the inconvenience that this voluntary product recall and retrofit may cause. Thank you for your immediate attention to this matter and for your assistance in locating these units. The safety of our customers is our highest priority.

If you have additional questions about this recall, please contact GE Security Customer Service at the telephone number provided above.

Sincerely,

Shawna Revak  
Six Sigma Black Belt/Recall Coordinator