

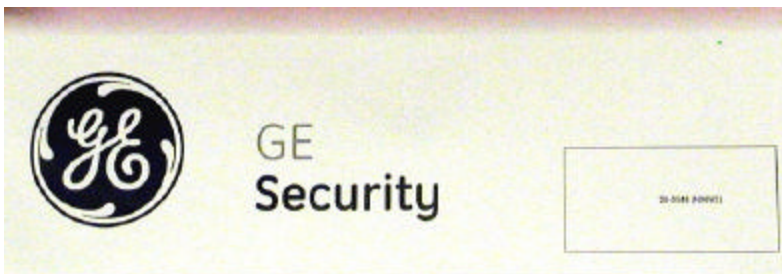
IMPORTANT SAFETY NOTICE

NetworX NX-6 Series Version 2 Software Issue

Product: GE Security of Austin, Texas, is voluntarily notifying customers that certain NetworX NX-6 Series security alarm panels will go into a fault mode when power is restored after a panel experiences a complete power loss. This fault will result in the panel's 2-wire smoke zone not functioning correctly until the fault is cleared. This notice covers the following NX-6 series products:

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
NX-6-KIT-LX		

Problem: GE Security identified a software problem on the NetworX NX-6 version 2 control panels manufactured between week 2 (Jan. 11, 2005) and week 7 (Feb. 14, 2005). The date code reflects the week and year of manufacture. Only date codes 0205-0705 (week/year) are covered by this notice. Date code stickers identifying units manufactured in this timeframe are located on the outside product box and on the top surface of the control panel board. Below is an example of the outside product label for products that are affected. The box in the lower right will have a model number and V2 indicator:



Previous versions of the NX-6 series products were packaged with NetworX labels. If you have an NX-6 series product with either of the below NetworX labels, you are not affected by this recall notice.



Only NX-6 series products identified above with a version 2 boards are affected. If you purchased an NX-6 series product in a previous version, you are not affected by this notice.

The units manufactured with these date codes go into a fault mode when power is restored after the panel experiences a complete power loss. A complete power loss is described as either an AC power loss where the battery is either missing or an AC power loss where the battery becomes completely discharged (complete battery discharge typically takes 24-48 hours). When in the fault mode, the unit will provide visual and audible notification that a trouble condition exists with the 2-wire smoke zone (the Fire LED will flash and the unit will beep). To clear the fault, the user must reset the unit by entering “*7” on the keypad. Once reset, the unit will function properly. If not reset, the 2-wire smoke zone will not function properly. If you have a 4-wire smoke zone, this fault mode will not occur and the panel will function properly after a power loss.

Incidents: GE Security has received no reports of any incidents.

What to do: If you installed any of the above listed NetworX NX-6 version 2 models manufactured during the affected time period with a 2-wire smoke zone, 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 NX-6-BO to install in the control panel to correct the software issue as well as issue an RMA to return units to the manufacturer. GE Security will be compensating customers \$50 in product credit for each panel fixed.