



GE Security

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URGENT NOTICE – Important Product Safety Notice

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Dear (Consumer):

The manufacturer of the security system installed in your home or business (GE Security, formerly Sentrol/Moose) has notified us of a potential problem with the main control panel. A software issue has been discovered in the control panel that may, depending on the installation, cause the control to malfunction and/or fail. Depending on the status or condition of your particular control, we will need to either reprogram the control panel over the phone lines or replace it, which would result in a free service call.

IF YOU HAVE EXPERIENCED OR DO EXPERIENCE A “MEMORY ERROR” AS DESCRIBED BELOW, PLEASE CONTACT YOUR ALARM COMPANY TO SCHEDULE A SERVICE CALL TO REPLACE THE CONTROL PANEL.

You can identify if your control panel needs to be replaced by taking note of any problems your control panel may be having based on messages on your keypad. If you have:

- * **LED KEYPAD** – The trouble light indicator will illuminate indicating that a problem has occurred. Pressing the display key (#1 Key) twice will show trouble conditions. If a memory error has occurred, Zone 3 will illuminate. This indicates a memory error and suggests the control panel should be replaced.
- * **SSD KEYPAD** – The trouble light indicator will illuminate indicating that a problem has occurred. Pressing the display key (#1 Key) twice will help identify trouble conditions. If a memory error has occurred, E03 will illuminate. This indicates a memory error has occurred and the panel should be replaced.
- * **LCD OR VFD KEYPAD** – “MEMORY ERROR” will display as text on the keypad for easy identification. If this happens, the control panel should be replaced.

In most instances, we can call up your control panel via phone-lines and modify the programming to clear the memory errors. In the event it is determine a physically visit to the site is necessary, we will contact you to schedule a time for service. We apologize for the inconvenience and will work with you to insure little, if any interruption in your service.

Dealer Name
