

Gas Supervisory/Gas Trouble incorrectly reporting over Contact ID

01/09/2014

Issue Severity:



High: Act immediately



Medium: Bosch Security Systems strongly recommends you take the action(s) described below.



Low: Advisory

Products Affected:

- D9412GV4 v1.0x
- D7412GV4 v1.0x
- D7212GV4 v1.0x
- D9412GV4 v2.0x
- D7412GV4 v2.0x
- B5512 v2.0x
- B4512 v2.0x
- B3512 v2.0x

1.0 Issue

When a control panel programmed to report in Contact ID over PSTN has a Gas Trouble or Supervisory signal, the signal sent is received at the central station as a "308" (Panel Shutdown) instead of the expected "380" (Gas alarm).

2.0 Resolution

Bosch Security Systems, Inc. will resolve this issue for GV4 control panels with firmware version 2.03, with an expected release in April 2014, and for B Series control panels with the firmware version 2.02 expected to be released in February 2014.

Immediate Resolution

As these control panels do not currently use the "Panel Shutdown" report, you may choose to make changes to your automation software so that all reports are acted on appropriately.



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