

Technical Bulletin

Commercial Series with Anti-mask False Tamper



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Issue severity

- High. Act immediately
- Medium. Bosch Security Systems strongly recommends you take the action(s) described below.
- Low. Advisory

Products affected

- ▶ ISC-CDL1-WA12G
- ▶ ISC-CDL1-WA15G
- ▶ ISC-CDL1-WA15H
- ▶ ISC-CDL1-WA15G-CHI

April 26, 2017

Issue

Commercial Series anti-mask detectors manufactured prior to September 1, 2016 might report a false tamper. This issue does not affect the detectors without anti-mask, anti-mask detectors with date codes of 657 or higher, or installations that do not use the tamper feature.

The issue affects only detectors sold with date codes of 656 or lower. The following figure shows the date code location on the package label and inside the detector (digits 8 through 10).

Resolution

If your Commercial Series anti-mask detectors with date codes 656 or lower must use the tamper feature, replace units using Bosch's Advance Exchange process. In North and Latin Americas, call 1-800-289-0096, option 5 or send an email to repair@us.bosch.com to begin the process. In Europe, call +49 (0) 9421 706 566 or email RMADesk.STService@de.bosch.com. In Australia, call 1300 0 BOSCH.



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