

Technical Bulletin

EN4200 Receiver intermittent check-in and restoral message



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Issue severity

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

Products affected

- ▶ EN4200 receiver

April 3, 2018

Issue

Inovonics EN4200 receivers in the affected date range have an increased chance of missing device check-in and restoral messages. These messages are repeated several times as part of normal system operations. The risk of missing a message is very low. All alarm messages are processed correctly and are not affected by this issue.

Procedure to identify affected receivers

All affected receivers are identified using the manufacturing date code. Manufacturing date codes are printed on a label and located on the end flap of the transmitter box, lower left corner of the label. Refer to the illustration below.



Manufacturing date codes are also printed on a label and are located on the circuit board of the receiver. Refer to the following illustration as an example of label placement on the circuit board.



Resolution

EN4200 Receivers in the affected date range may continue being used in normal system operations. All alarm messages will be processed and are **not affected** by this issue. If no device check-in messages are received during the supervision interval, the control panel will report the device as missing. If an alarm restoral message is missed and the device is showing as **not ready**, the device should be reset until it shows as **ready**. If desired, EN4200's in the affected date range may be returned through Bosch's Advance Exchange process. In North and Latin Americas, call (800)-366-2283 or send an email to repair@us.bosch.com to begin the process. Bosch will pay standard shipping costs for all devices returned.

Date code reference table

The table shows the affected date codes. Please use this table to further identify the date of the device.

Part number	Carton date code	Date code on printed circuit board on device
EN4200	17155 – 17170	17155 – 17156