Technical Advisory

PGx303 PowerG Wireless Magnetic Door/Window Contact Magnet Alignment

Date: May 15, 2019

Region: Global

Product: PGx303 PowerG Wireless Magnetic Door/Window Contact

Brand: PowerG

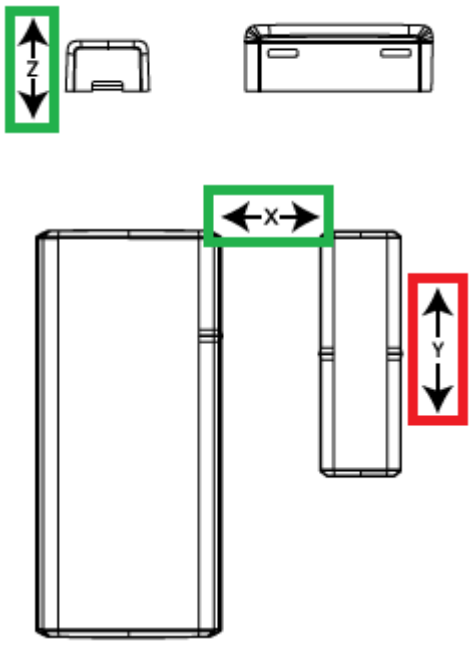
Background

We have discovered a potential issue concerning the use of the PGx303 PowerG Wireless Magnetic Door/Window Contact. If this contact is installed in such a way that the magnet is pulled away from the reed switch along the long edge of the contact, this may result in up to a 20-second delay in communicating the violation to the panel, and if the magnet is restored prior to communication, it may result in the detector missing the violation. The issue is dependent upon how quickly the magnet is removed from the device. If the magnet is removed slowly, such as on a sliding door, it is more possible that the issue can occur.

Status

We are working on the root cause of this potential issue as well as corrective plans.

In the interim, please ensure that the PGx303 PowerG Wireless Magnetic Door/Window Contact is installed so that the magnet moves away from the reed switch on either the X or Z axis, shown in the images below.



To minimize the potential occurrence of the issue, the PGx303 PowerG Wireless Magnetic Door/Window Contact must be installed vertically on a door that slides open horizontally, or horizontally on a window that slides open vertically.

Affected Part Numbers

PowerG Wireless Magnetic Door/Window Contact

Part Number	Description	Version
PG9303	PowerG Wireless Magnetic Door/Window Contact, 915 MHz	All units shipped to date potentially affected
PG9303BR	PowerG Wireless Magnetic Door/Window Contact, Brown, 915 MHz	
PG8303	PowerG Wireless Magnetic Door/Window Contact, 868 MHz	
PG8303BR	PowerG Wireless Magnetic Door/Window Contact, Brown, 868 MHz	
PG4303	PowerG Wireless Magnetic Door/Window Contact, 433MHz	

Instructions for install base and warehouse stock

Any PGx303 PowerG Wireless Magnetic Door/Window Contact installed with the magnet moving away from the reed switch on the ‘Y’ axis as in the photo above should be re-positioned so that the magnet moves away from the reed switch on the ‘X’ or ‘Z’ axis in the photo above.

Please contact us with any questions regarding this Technical Advisory using the contact information provided below.

Contact Information	
Order Entry	1-888-888-7838
Sales	Contact your local sales rep. or email info@dsc.com
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