

General Advisory

PowerG Wireless Vanishing Door/Window Contact with Firmware Version 1.07



Date:

Region: North America and LATAM

Product: PowerG Wireless Vanishing Door/Window Contact (PG9303)

Brand: PowerG

Background

The PowerG Wireless Vanishing Door/Window Contact (PG9303) with firmware V1.03 may experience an issue with detection of opening events of its reed switch. This was previously communicated in our Technical Advisory Bulletin sent May 15, 2019. The full Technical Advisory Bulletin can be viewed [here](#).

Status

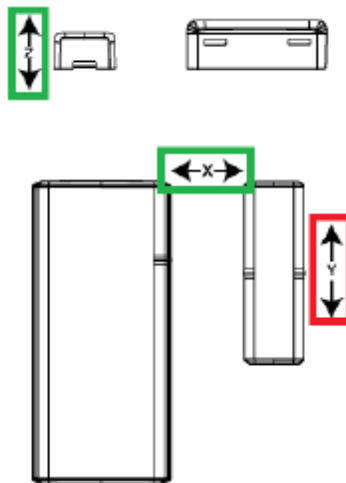
A. To resolve the reed switch issue, an updated version of PG9303 firmware was developed, and has begun shipping. This new version can be identified by (1) a Date-of-Manufacture of 4/1/2019 or later printed on the packaging and device; (2) F/W V1.07 printed on the packaging; 3) Serial Number on device or packaging with first four digits in the format XX19, where XX is 19 or higher. An image comparison of V1.03 and V1.07 packaging and detectors is included below to assist with this identification.



V1.03

V1.07

- B. If you carry stock with outdated firmware version, please ensure that the PG9303 PowerG Wireless Magnetic Door/Window Contact is installed so that the magnet moves away from the reed switch on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 PG9303 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.

Contact Information

Order Entry	1-888-888-7838
Sales	Contact your local sales rep. or email info@dsc.com
Technical Support	North America: +1-800-387-3630 Latin America: +1-416-645-8083 or email: intrusion-support@tycoint.com
Product Manager	Paolo Concetti Paolo.Concetti@jci.com



Johnson Controls

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