

Date: Thursday, May 26, 2005

Number: TAB 05-004

To: Distribution, North America

WS4955 Mini Door/Window Transmitter

DSC is no longer shipping the WS4955 wireless (miniature) door/window contact, model WS4955.

The contact was designed for a specific battery performance. We have learned that the manufacturer is unable to supply batteries that consistently meet our requirements to allow the contact perform as was designed.

For the units that were shipped, a small percentage of the devices generated a premature low-battery warning. In most cases, units that do not generate a low-battery signal after three days will work as intended.

Dealers wishing to replace any WS4955 can exchange them for a WLS925L-433 wireless door/window contact at their local distributor. Distributors can send returned contacts to DSC using our standard RMA procedure and DSC will ship you replacement contacts at no charge.

The decision to discontinue the contact is unfortunate, but necessary. Simply stated, it is the right thing to do to ensure that DSC wireless products meet the quality standards we put into practice early last year. It's important that you know we have a special dedicated team working to resolve the issue and we will keep you informed of future product availability.

We apologize for this inconvenience.

Please contact the DSC Customer Help Center at 888-888-7838 or info@dsc.com or contact DSC Technical Support at 800-387-3630 or tech@dsc.com if you have any questions.

Harry Scholz
Manager, Customer Help Center

905-760-3000 ext. 2441
hscholz@dsc.com