

**Date: July 13, 2015**

**To: Canadian Sales Channel**

## **Information about potential issue with PowerSeries Neo V1.0**

Tyco Safety Products Canada Ltd. has become aware of an issue affecting Version 1.0 of certain DSC PowerSeries Neo intrusion security system keypads and control panels used in residential and small business installations. The issue involves a potential system malfunction that can occur when a system component (motion detector, window/door sensor, smoke/carbon monoxide detector or other system component) sends a signal to a PowerSeries Neo module that becomes corrupted.

Such a signal can become corrupted for a number of reasons, including power surges and other electrical interference. In such event, if there is a corrupted message generated, there is a small chance that the panel will lose communication with the connected devices and not show a local trouble. The resulting effect is that any alarm signals sent by any security devices or smoke or carbon monoxide detectors connected to the module would not be communicated to the system alarm panel, and therefore would not be subsequently communicated to an alarm monitoring company that was monitoring the security system. However, any smoke and carbon monoxide detectors connected to the system will remain functional locally, and will sound a local alarm if an alarm condition or event occurs.

As a result, Tyco Safety Products Canada Ltd. is voluntarily recalling the DSC PowerSeries Neo Security Version 1.0 intrusion security system keypads and control panels. Only version 1.0 of the keypads and control panels are affected by this. The security system keypads and control panels require professional installation and configuration.

The following model numbers and serial numbers are included (*continued page 2*):

<b>Model Number</b>	<b>Dates of Manufacture</b>	<b>Serial Number Range</b>
HSM2108	March 2014 – December 2014	1800000F – 18001703
HSM2208	March 2014 – December 2014	28000007 – 280002E8
HSM2300	March 2014 – December 2014	30000007 – 300003E0
HSM2204	May 2014 – December 2014	24000007 – 240006BC
HSM2HOST9	June 2014 – December 2014	2414326890 – 3014196593
HS2ICN	June 2014 – January 2015	510003DE – 510014BF
HS2ICNENG	May 2014 – January 2015	51000004 – 51000B60
HS2ICNP	September 2014 – January 2015	530001EC – 5300021F
HS2ICNPENG	May 2014 – January 2015	53000041 – 53000183
HS2ICNRF9	June 2014 – January 2015	5A000191 – 5A000FB3
HSICNRF9ENG	May 2014 – January 2015	5A000004 – 5A000F1A
HS2ICNRF9P9	August 2014 – January 2015	5C0000F4 – 5C00011E
HS2ICNRF9P9ENG	May 2014 – January 2015	5C000006 – 5C0000F2
HS2LCD	June 2014 – January 2015	50000412 – 50001BFA1
HS2LCDENG	May 2014 – January 2015	50000001 – 50001D62
HS2LCDP	July 2014 – January 2015	52000160 – 5200033F
HS2LCDPENG	May 2014 – January 2015	52000073 – 52000313
HS2LCDRF9	June 2014 – January 2015	59000559 – 5900149D
HS2LCDRF9ENG	May 2014 – January 2015	59000001 – 5900143D

For more information on this product or other DSC products, email [info@dsc.com](mailto:info@dsc.com) or contact your local Sales Representative or Technical Support.

<b>Model Number</b>	<b>Dates of Manufacture</b>	<b>Serial Number Range</b>
HS2LCDRFP9	June 2014 – January 2015	5B0001CB – 5B0003E1
HS2LCDRFP9ENG	May 2015 – January 2015	5B00014A – 5B00037A
HS2LED	June 2014 – January 2015	560000FC – 56000884
HS2LEDENG	May 2014 – January 2015	56000010 – 560006FD
HS32-119	June 2014 – January 2015	5A000191 – 5A000FB3
HS32-19CP01	June 2014 – January 2015	5A000191 – 5A000FB3
HS32-412HC	June 2014 – January 2015	510003DE – 510014BF
HS32-412TLHC	June 2014 – January 2015	510003DE – 510014BF
HS16-412C	May 2014 – January 2015	51000004 – 51000B60
HS16-419C	May 2014 – January 2015	59000001 – 5900143D
HS16-419CFRE	June 2014 – January 2015	59000559 – 5900149D
HS16-421C	May 2014 – January 2015	5A000004 – 5A000F1A
HS16-421CFRE	June 2014 – January 2015	5A000191 – 5A000FB3
HS2032CLC2SPA	June 2014 – January 2015	510003DE – 510014BF
HS32-219	May 2014 – January 2015	59000001 – 5900143D
HS32-219CP01	May 2014 – January 2015	59000001 – 5900143D
HS32-51	May 2014 – January 2015	50000001 – 50001D62
HS32-51CP01	May 2014 – January 2015	50000001 – 50001D62

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Neither Health Canada nor Tyco Safety Products Canada Ltd. has received any reports of consumer incidents or injuries related to the use of this product.

Customers with affected units should contact their dealer/installer/distributor or contact DSC to receive instructions for repair of their panel.

For more information, please contact DSC's support center toll free at 1-800-387-3630 FREE from 8:30 a.m. to 6:00 p.m. EST, Monday through Friday.

For the full version of the Health Canada recall announcement, visit <http://healthycanadians.gc.ca/recall-alert-rappel-avis/hc-sc/2015/54148r-eng.php>