

# Technical Bulletin

## B9512G/B8512G Missing Battery/Overvoltage



<b>Issue severity</b>	<b>Products affected</b>
<input type="checkbox"/> High. Act immediately	▶ B9512G
<input checked="" type="checkbox"/> Medium. Bosch Security Systems strongly recommends you take the action(s) described below.	▶ B8512G
<input type="checkbox"/> Low. Advisory	

### June 12, 2015

Bosch has discovered a potential issue related to the voltage calibration with some early production versions of the B9512G and B8512G control panels. The affected units are part of the first shipments and might exhibit the issues listed in this bulletin.

### Issue 1

Keypads connected to the affected control panels might show a Missing Battery message even with AC power applied and a battery connected. When AC is removed, the keypad then shows an Overvoltage message.

### Issue 2

The control panel might not detect a missing battery or might reduce the battery standby time.

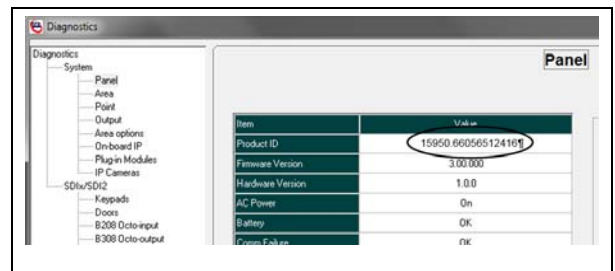
### Determine affected products

This issue only affects specific control panels. To determine whether your control is affected, review the serial number on the box label, or view Product ID information with RPS.

Serial numbers. Affected serial numbers are 0922660**51787860000** and 0922660**51815200000**.

Product ID. Affected Product IDs are those with the last seven digits between 6512410 and 6512419, and between 1342410 and 1342419. Using RPS, connect

to the control panel and open Diagnostics. In the left pane of the Diagnostics window, select Panel. The Product ID shows as the first item.



### Resolution

To resolve this issue, replace all units with the Product IDs or serial numbers described in this bulletin. Contact our customer service department for an advanced replacement, and return the panel to Bosch. Call 1-800-289-0096, option 5 or send an e-mail to repair@us.bosch.com to begin the process.

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