

### Low Battery Information

August 20, 2009

| Issue Severity:  | Products Affected:   |
|--|--|
| <input type="checkbox"/> <b>High:</b> Act immediately  | <ul style="list-style-type: none"> <li>• ISW-BDL1-W11PGX/PHX/PKX Dual Motion Detectors</li> <li>• ISW-BGB1-SAX Glass Break Detector</li> <li>• ISW-BHB1-WX Hubs</li> <li>• ISW-BIN1-S135X Inertia Detector</li> <li>• ISW-BKF1-H5X Key Fob</li> <li>• ISW-BMC1-M82X Mini Door/Window Contact</li> <li>• ISW-BMC1-R135X Recessed Door/Window Contact</li> <li>• ISW-BMC1-S135X Standard Door/Window Contact</li> <li>• ISW-BPR1-W13PX PIR Motion Detector</li> <li>• ISW-BRL1-WX Relay</li> <li>• ISW-BSM1-SX/SXH Smoke Detectors</li> <li>• ISW-BSR1-WX Indoor Siren</li> <li>• ISW-BSR1-WIX/VOX Outdoor Sirens</li> <li>• ISW-BWL1-SX Water Sensor</li> </ul> |
| <input type="checkbox"/> <b>Medium:</b> Bosch Security Systems, Inc. strongly recommends you take the action(s) described below. |  |
| <input checked="" type="checkbox"/> <b>Low:</b> Advisory   |  |

#### 1.0 Issue

There are several reasons why the devices listed above might report low battery conditions. Refer to *Section 2.0 Resolution* for a description of the low battery scenarios and their corrective actions.

#### 2.0 Resolutions

##### *Normal Battery Depletion*

**Description:** The system indicates the low battery condition of a device, and then the device is reported missing by the system several weeks later.

**Corrective Action:** The device's battery has depleted normally. Replace the battery.

##### *Low Battery Due to Poor RF Communication*

**Description:** The device or other devices in the system might report missing and then return to operation automatically. Then the system indicates the low battery condition of a device, after which the system reports the device as missing.

**Corrective Action:** Poor RF communication between the device and the hub shortens the device's battery lifetime. If possible, relocate the hub or the device for improved RF communication.

##### *Low Battery Due to Heavy Device Usage*

**Description:** The system indicates the low battery condition of a device within a time frame that is shorter than the expected battery lifetime. Refer to the product data sheets for expected battery lifetimes.

**Corrective Action:** This scenario can occur when the device experiences high usage. For motion detectors, consider options such as masking zones on the detector, relocating the detector to a lower-traffic area, and so on. For other device types, you might need to replace the batteries more frequently than expected.

##### *If the Above Scenarios Do Not Apply*

**Description:** A device's batteries deplete much faster than expected and the above conditions do not apply. Refer to the product data sheets for expected battery lifetimes.

**Corrective Action:** The cause is unknown and you might need to replace the device.

