

**Issue Severity:****High:** Act immediately**Medium:** Bosch Security Systems, Inc. strongly recommends you take the action(s) described below.**Low:** Advisory**Products Affected:**

- ISW-EN1210 Universal Transmitter
- ISW-EN1210EOL Universal Transmitter with EOL Resistor
- ISW-EN1210W Door-Window Transmitter with Reed Switch

## 1.0 Issue

The following ISW-EN1210 transmitters (with date codes between 10298 through 10348), do not communicate with the ISW-D8125CW or ISW-D8125CW-V2:

- ISW-EN1210
- ISW-EN1210EOL
- ISW-EN1210W

The affected units register, but alarms and other state change conditions are not received by the ISW-D8125CW or ISW-D8125CW-V2. Therefore, alarms and other state changes are not communicated to the control panel. Per *Section 1.6* of each unit's installation instructions, you must register the unit and then test the transmitter by activating each of the conditions and ensuring an appropriate response at the control panel. If the control panel responds appropriately, then you do not have this issue and the unit is functioning properly. Alternatively, if you register and test the unit and the control panel does not respond appropriately to the test conditions, then the unit does have the issue described in this technical bulletin.

Another way to diagnose this issue is to take advantage of the RF System Supervision Interval. If the ISW-D8125CW or ISW-D8125CW-V2 RF System Supervision Interval is active (user defined as 4, 12, or 24 hours), affected units will be reported as Missing to the control panel after the first supervision interval. Any points assigned to the affected units are included in the Missing condition report.

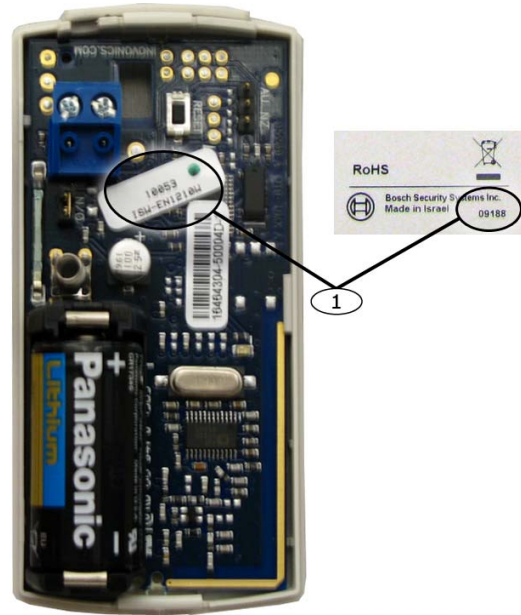
Product with date codes prior to 10298 and after date code 10348 do function properly with the ISW-D8125CW and ISW-D8125CW-V2.

## 2.0 Resolution

If you have any of the affected products, look for date codes 10298 through 10348 on the product or its package label (refer to *Figure 1* on page 2). Replace units with date codes between 10298 through 10348 using Bosch's advanced warranty replacement process. Call (800) 366-2283 or send an e-mail to [repair@us.bosch.com](mailto:repair@us.bosch.com) to begin the process.



**Figure 1: Date Code Locations Sample (ISW-EN1210W Shown)**



1 - Location of dates codes on the product and on the packaging label

