

## Normally Open (NO) relay not activating for alarm condition

Technical Service Note – October 2, 2013

### Affects the following products

Product	SAP number	Product	SAP number	Product	SAP number
DS9370	4.998.800.234	DS939-CHI	F.01U.002.821	DS938Z	4.998.800.710
DS9370-BEL	4.998.143.831	ISC-PDL1-WA18GB	F01U.066.882	DS938Z-50	F.01U.011.545
DS9370-C	F.01U.024.870	OD850-F1	4.998.155.081	DS938Z-CHI	F.01U.002.818
DS9370-CHI	F.01U.002.815	OD850-F1-CHI	F.01U.003.601	DS938Z-FRA	4.998.126.095
DS9371	4.998.143.624	OD850-F2	4.998.155.080	DS9360	4.998.800.002
DS939	4.998.800.703	OD851-F1-CHI	F.01U.218.803	DS9360-CHI	F.01U.002.814

### 1 | Issue

Due to a potential issue with a component from our supplier, if the installer connects the Normally Open alarm relay on the detector to the alarm loop on the control panel, the alarm relay might not activate (close) when an alarm condition is present. The alarm loop might appear normal even when motion is detected. This issue does not affect the Normally Closed alarm relay. This issue is limited to the products listed in the table above with date codes from October 2012 (210) through September 2013 (309).

### 2 | Identify product date code

To locate the date code on your product or product packaging, refer to Figure 1.1 and Figure 1.2 below. The manufacturing date is encoded in an 18 digit alphanumeric serial number in digits 8 through 10.



Figure 1.1: Location of date code on box label



Figure 1.2: Location of date code on product label

### 3 | Resolution

To resolve this issue, do one of the following:

- Use the Normally Closed alarm relay.
- Replace affected models with models that do not appear in the table above.
- Replace affected models with models having date codes prior to, or after the affected date codes.

### Warranty Replacement

Replace units with date codes between October 2012 (210) through September 2013 (309) 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.

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### Bosch Security Systems, Inc. product manufacturing dates

Use the serial number located on the product label and refer to the Bosch Security Systems, Inc. website at <http://www.boschsecurity.com/datecodes/>.



### Motion detectors

DS939/DS9370/DS9371/OD850/OD851/  
DS938/DS9360



### Technical Service Note

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