

PRODUCT LINE

Intrusion

CATEGORY

Quality notice

DATE

December 19th, 2024

Service notice for wireless external PIRcam and simple cube repeater

Dear customer,

Despite intensive testing with this service notice, acre security would like to inform you about the following identified issues.

Affected products:

Art no	Article description
V54552-F111-A100	WPIRCAM-EXT Wireless PIRCAM, External
V54554-F108-A100	WRPTR Simple CUBE Repeater 2-Way Wireless

Reported issue 1 – wireless interferences caused by wireless cube repeater

In a joint usage from the wireless cube repeater and the wireless PIRcams (internal or external), an issue has been identified, where the PIRcam/s do no longer operate as expected.

Criticality level:

- Impact on system stability and performance

Status:

- Our acre development has started an investigation to identify the root cause of the issue allowing us to determine corrective actions

Recommendation:

- Until further notice, please do not install or enroll a wireless cube repeater

Reported issue 2 – External PIRcam – antimask alert cannot be restored:

A sporadically issue has been identified, where an active antimask alert reported from an external PIRcam cannot be restored without a power cycle of the device.

Criticality level:

- Degreed performance

Status:

- Our acre development has started an investigation to identify the root cause of the issue allowing us to determine corrective actions

Recommendation:

- Until further notice, please do not use the device in customer projects

We would like to apologize for any inconvenience caused by these issues.

