

PRODUCT LINE

Intrusion

CATEGORY

Quality notice

DATE

January 22nd, 2025

Quality Notice - AIC-1200 Battery cable not properly connected

Dear all,

we regret to inform you that for quality reasons we will put in a temporary shipment block for the AIC-1200 until the active investigation has been completed. The shipment block will be put in place with immediate effect.

Issue:

In rare cases the battery cable is not properly connected to the PCB battery interface. Our R&D team has already initiated corrective actions to address the reported issue.

Stock qty: ~720pcs will be moved into quality inspection stock

Sold and shipped products: 719pcs

Next steps:

We're waiting for information from IMI when an additional "quality check procedure" has been implemented allowing us to determine which manufacturer build is affected/good to go.

Customer communication:

We have detected a wiring issue, so for quality reasons we will block further shipments. An investigation has been started already to determine which controller production batch is good/ not good. We will provide customers with the necessary information, how to identify affected units.

We want to apologize for any caused inconvenience caused by this issue.

Your acre security quality team