

Technical Information	Date: Official: Department:	10.07.2023 Michael Heckl BT-FIR/MKP3
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Tech. Information No.	2525 / 2023			
Subject:	AiO "battery low" information and unintended LSN loop interruption			
Short Description:	Misinterpretation of "battery low" message and LSN loop interruption caused by loose screw connections			
Hardware 🛛	🖾 Device	🗌 Module	D PCBA	
Software	Application	Driver / Extension	🗌 Firmware	

Affected Products (details)	CTN	SAP no.	Aff. version	New version
AVENAR all-in-one 4000	FNX-425U-RFRD	F.01U.359.435	All	All
AVENAR all-in-one 4000	FNX-425U-RFWH	F.01U.359.433	All	All
AVENAR all-in-one 4000	FNX-425U-WFRD	F.01U.359.434	All	All
AVENAR all-in-one 4000	FNX-425U-WFWH	F.01U.359.432	All	All

Number of delivered devices		
Period of delivery	from: 06/2023	to:.
Affected serial numbers	from:	to:

Priority Level Criterion		Criterion
1		The change has to be made immediately (see dates below)
П		The change has to be made during the next inspection.
Ш		Change has to be made, if the error pattern recurs and with new installations.
None	\boxtimes	General Information (like new tool, new feature, new SW release)

Action	Action Plan	
\square	Inform customers	
	Arrange re-work of stock (CSO)	
	Arrange re-work of stock (customer)	
	Arrange re-work of installed products	
	See detailed actions on following pages	

Start Date	Completion Date
New Features:	
none	

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Removed features:

none

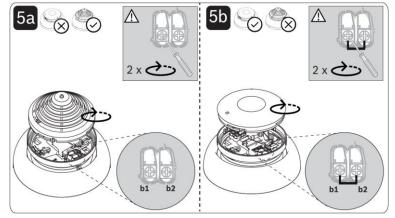
Solved Issues:

- 1. Unintended loop interruption. See "Notes" for details.
- 2. Misinterpretation of "battery low" fault in early phase after installation. IHB will be updated.

Notes:					
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1. If the AVENAR all-in-one 4000 is used without a detector, add a wire bridge between terminals b1 and b2 in the detector base (see 5b).

If the AVENAR all-in-one 4000 is used with a detector, install without/remove wire bridge. Terminal screws b1 and b2 must be tighten firmly regardless of whether the AVENAR all-in-one 4000 is used with detector on top or with wire bridge (to avoid connection issues, see 5a). Loose screws can cause the LSN ring to be interrupted at any time.



 The AVENAR all-in-one 4000 performs the first battery measurement 10min after startup, then hourly. After an activation the battery measurement is paused for 72 hours, since the battery must recover before a new reliable battery state can be determined. A system restart or a re-initialization of the LSN-loop during this period might cause a misleading "battery low" fault at the panel and can only be reset after this period or by replacing the battery as quick solution.

Required Components	Part no.
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Attachment(s)

BU Manager	Thomas Knauel	Clerk in Charge:	Michael Heckl

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Distribu	tion	
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Other parties affected	\boxtimes	Manjit Gill (BT-ASA/STS2-EU)
er pa fecte	\boxtimes	Teleservice Support (SO/OPM8.10Mb)
Othe af		Holger Behrens (BT-IE/BDP-SF)
		Petra Adelmann (BT-IE/CTA-CSS1)
	\boxtimes	David Ziegler (BT-IE/SPM-SF), Ines Schittenhelm (BT-IE/SPM1-SF), Michiel de Graaf (BT-IE/EAP-NL), Jaap Smit (BT-IE/EAP-NL), Productmanagement-hvl@nl.bosch.com