NOTIFIER® by Honeywell

July 29, 2019

Summary of issue: IPGSM-4G Activation Failure
Level of urgency: Low
Model Numbers: IPGSM-4G

IPGSM-4G Fire Alarm Communicator – Limited Activation Time

Dear Valued Customer,

A non-safety issue has been identified with the Honeywell Power Products IPGSM-4G fire alarm communicator. The IPGSM-4G has a limited activation time of 180 days which, if not installed and activated within this timeframe, may prevent the IPGSM-4G from registering with AlarmNet or Verizon. NOTE: Alarmnet will stop allowing new activations in October 2019. Any IPGSM-4G units that have been purchased must be activated with Alarmnet before October 2019.

The IPGSM-4G has recently been discontinued and replaced with the HWF2V-COM LTE fire alarm communicator. In the event that you experience issues with activating the IPGSM-4G and the product is still under warranty, Honeywell Power Products recommends to request an RMA and return existing stock for replacement with the HWF2V-COM at your earliest convenience.

If you have an IPGSM-4G that is unable to be activated or additional technical questions regarding this notice, please contact NOTIFIER Technical Support at 1-800-289-3473 or email NOTIFIER.Tech@honeywell.com. Once the RMA is received, clearly indicate in the Description field that the “unit will not activate”. Honeywell Power Products will honor its warranty return policy and any IPGSM-4G that is unable to be activated and is still within its warranty period should be returned to the original place of purchase for credit.

We appreciate your business and continued support of Honeywell Power Products.

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