

Customer Advice Note CAN #176

MPI Registration Failure

Date: April 2023

Introduction

This Customer Advice Note details an issue for the Honeywell MAXPRO Intrusion range of Intruder control panels. During the registration process a small number of MPI panels are failing to Register to MAXPRO Cloud.

Affected Product Codes

MPIP2000E/ MPIP2100E/MPIP3000E

Manufactured Date of Affected Product

17th October 2022 to March 2023

Identification

The date code is displayed on the main control panel box.



Resolution

Please follow the normal returns process if your panel fails to register on installation and has been manufactured between the dates stated .

For further enquires contact Technical support or your local sales representative.

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Hardware	n
Reporting	y
Standards and Legislation	y
Part Numbers Affected	y

Miscellaneous Changes	y
Signaling Changes	n
Technical Changes	y
Programming	y