



## CHANGING A PANEL BATTERY

Qolsys IQ Generation 2

STEP  
1

### PLACE YOUR SYSTEM ON TEST

Go to Guardian's Customer Care Website to place your system on **Test Mode**. For log-in instructions to the Customer Care Website, please visit the following link:

[customercare.guardianprotection.com](http://customercare.guardianprotection.com)

Or you may contact our Customer Service Department at

[1-888-895-4805](tel:1-888-895-4805) to have your system placed on test.

*This ensures Guardian doesn't accidentally notify the authorities.*

STEP  
2

### LOCATE YOUR PANEL BOX

Locate your all-in-one control panel and properly shut the panel down: Shut Down your panel by Selecting Settings > Enter User Code > Select Power Down > Instructions are listed on the next screen. Proper shut down procedure is to wait for the led buttons to completely shut off. Unplug the panel from the A/C power source.

Locate the security screw at the bottom of the panel. Unscrew the locking screw with a Phillips head screwdriver.

### ACCESS YOUR BATTERY

While holding the face of the panel with one hand, release the panel from the mounting plate by pressing the tabs located on the bottom-right and bottom-left underside of the panel. Once the panel is released from the mounting plate, place the panel face-down on a towel or cloth, on a flat surface to protect the screen.

### EXAMINE THE BATTERY

Examine the battery for any abnormalities (i.e. the battery has a swollen or split case; there is liquid leaking from the case; the terminals are corroded or the battery is hot.) If there are any abnormalities to the battery, please close the panel box and contact a Guardian representative to schedule a service call.

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STEP  
3

## DISCONNECT THE BATTERY

**\*\*NOTE:** Your security system may sound or the keypad may beep as an indication that the battery has been removed from the system. You may press the ★ button to temporarily stop the noise while you change the battery.

Follow the wires from the battery pack to the white plug, disconnect it from the panel and remove the battery pack from the panel.



**TIP:** You may need to use a pair of pliers with electrically insulated handles. You may need to wiggle the connector slightly for it to come loose.

## REMOVE THE BATTERY

Remove the old battery from the control panel by pulling the colored tab. Pull tab until battery is released from the panel.



**Warning:** Do not touch any metal objects to the terminals on the battery or to the open-end of the black and red wire connectors.

STEP  
4

## REMOVE PLASTIC PROTECTOR

If the replacement battery has plastic terminal protectors, remove them before connecting the wires to the new battery. Reconnect the plug into the panel.

## CONNECT NEW BATTERY

Peel adhesive from battery. Place battery, with barcode and model number, right-side-up, facing-up. Be sure to line the battery up along the battery doc before touching the adhesive to the panel.

## CLOSE THE PANEL

Place the panel back onto the mounting plate by lining up the four clips at the top, then pressing around all of the edges of the screen. You will hear multiple clicking sounds, this ensures that the panel is attaching to the mounting panel and has locked into place. Replace the locking screw.

## POWER UP THE PANEL

Plug the system back into the power outlet, the system will automatically boot up once plugged in.

*"Low Battery" status indicator should clear from the screen automatically once the battery has been replaced.*

STEP  
5

## TEST YOUR SYSTEM

Be sure to test your system before having it removed from Test Mode. For assistance, please call Guardian's Customer Service Department at 1-888-895-4805 or go to [customercare.guardianprotection.com](http://customercare.guardianprotection.com)

*Visit [customercare.guardianprotection.com/](http://customercare.guardianprotection.com/) or you may contact our Customer Service Department at 1-888-895-4805 to have your system removed from Test Mode.*

NOTE

## DISPOSE OLD BATTERY

Dispose of the old battery properly.

To find a recycling center near you visit [www.call2recycle.org/locator](http://www.call2recycle.org/locator)

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FOR ASSISTANCE CALL 1.888.895.4805

or visit [customercare.guardianprotection.com/](http://customercare.guardianprotection.com/)