



MT12 Leak Cable Replacement FAQ

Overview

Updated 1/12/2022

We recently discovered that all MT12 leak detection cables that have been built were not properly manufactured to specification. As a result, some cables may appear to work correctly, but there is no guarantee that the presence of water will be reported successfully every time. This article covers some of the frequently asked questions for the issue.

Which Meraki devices are impacted?

All leak detection cables on all MT12s are impacted, regardless of the firmware version. The 8 ft. water sensing cable, sold as an accessory, and every version of this SKU is also impacted.

Is Meraki encountering the same issue with any other products?

No, we are only aware of a specific issue affecting the leak detection cable on the MT12.

How is Meraki intending on fixing this issue?

Customers will receive a replacement cable, free of charge, with instructions on how to complete the replacement. This new cable has been thoroughly tested and will accurately report the presence of water. The replacement cables will begin shipping in **March 2022**.

Is Meraki recommending that customers stop using the MT12s?

Since we cannot guarantee that the existing cables will accurately report the presence of water every time, we are recommending customers stop using the MT12s immediately.

How was this issue discovered?

The issue was discovered during internal testing of the cables.

Do the cables pose any safety risks to customers?

We do not have any reason to believe the cables pose any safety risks to customers beyond an inability to detect a water leak.

Can customers test to see if their cable is operating properly?

There is not a test that can provide accurate results. As a result, we are recommending all customers stop using the MT12 sensors immediately.

Can customers still order MT12s? How are new MT12 orders affected?

Orders can still be placed for MT12s. However, orders will not be fulfilled until MT12s with new and properly functioning cables are in inventory.

How are RMAs being handled?

MT12 RMAs will not be fulfilled at this time. Customers can instead request a refund or wait for a working unit.

How do I update my address if I have changed addresses since I originally purchased my MT12?

We will be sharing instructions for updating your address in another round of communications in **February**.