

Prox Rex vulnerability and update notification



It has come to our attention that our **Prox Rex** product is not operating in accordance with our expectations and, in particular circumstances may be operated from outside a building.

Temporarily Ceasing Sales

While we expect these particular circumstances to be very unlikely to occur, we have made the decision to immediately cease sale of the current Prox Rex product whilst we complete testing of modifications to the product to resolve the issue and ready new stock for distribution.

Updated Version

An updated version of the Prox Rex is expected to be available for distribution by mid-November. In our opinion replacing Prox Rex units installed on perimeter doors should be sufficient to reduce the risk of unauthorised access. Prox Rex devices installed on internal doors are considered to remain safe in most cases but should be reviewed in context with specific site security requirements.

Meeting the Standards

It should be noted that the Prox Rex product meets all applicable New Zealand and Australian standards, this voluntary action to remove the current product from sale is due only to the availability of interfering equipment which does not meet these standards.

For Further Details

Owners of installed Prox Rex units should contact their security / access control system installer for further guidance.

Installers should contact the wholesaler/s from whom they have purchased Prox Rex units for further information on replacement options.

We appreciate this issue may cause inconvenience, please feel free to contact us at recall@trojandev.com if you have further questions.