

24 July 2017

Product Advisory: A-132

Part Number: T4-TWC

Description: T4 10-Way Charger

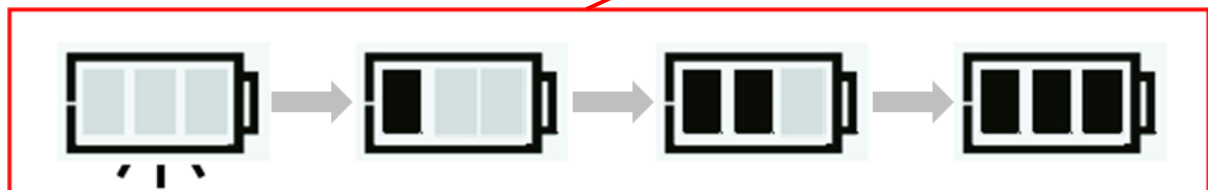
Issue: Overheating potential



It is important that T4s are always charged with the dedicated T4 Crowcon power supply. Use of a non-recommended charging power supply (including chargers for other Crowcon portable monitors) can damage the charging circuit on a T4 Portable Multigas Detector. As a result, it will not charge and must be repaired by Crowcon or an authorised service centre.

When introduced to a 10-Way Charger (T4-TWC), there is potential for a T4 instrument which has been damaged in this way to draw excess power from the 10-Way Charger. If left, there is potential for the T4 and 10-Way Charger charging contacts to overheat. Damaged instruments must not be left in a 10-Way Charger.

A damaged T4 instrument can be easily identified by checking that the battery charging indicator shows that the T4 is charging when placed into the charger. If the charge indicator does not show the battery filling sequence the T4 charging circuit has been damaged. This is shown below and demonstrated in the [online video](#) on the Crowcon website.



If the T4 charging circuit has been damaged, remove the T4 from the 10-Way Charger immediately, and arrange repair of the T4 with Crowcon or an authorised service centre.

A solution has been identified to protect against this issue which involves an upgrade of the 10-Way Charger. In order to reduce any potential impact to our customers, we will be issuing replacement 10-Way Chargers. In order to do this in the most efficient way we ask that you confirm receipt of this notice and advise the correct shipping details for the replacement. At the time of despatch, we will ask you to confirm that you have either disposed of the existing 10-way charger or have returned it to Crowcon.

In the meantime, as long as care is taken not to use a 10-Way Charger with a damaged T4, the charger is safe to use. This is done by checking the battery charging indicator, as described.

For further information, please contact our Customer Support team:

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We wish to thank you for your co-operation.