

Crowcon Technical Note

Document Reference: GEN067 – Warranty Periods
Document applies to: Fixed and Portable Products
Release Date: 4th July 2024

Warranty Procedure

To facilitate efficient processing of any claim, we now have an Online Warranty Claim Form, which can be found on the Crowcon website using the following url:

<https://www.crowcon.com/help-and-advice/customer-support/warranty/>

Or by selecting “Warranty” from the Support menu on the website.

If you have any queries about the online form, or your claim, please contact your local Crowcon agent/distributor, a Crowcon regional office, or our global customer support team (English working language) on +44 (0)1235 557700 or warranty@crowcon.com.

This form requires the following information from you:

- Your company name, contact name, phone number and email address.
- Address to which the goods are to be returned.
- Description and quantity of goods being returned, including any accessories.
- Instrument serial number(s).
- Detailed fault description or reason for return.

Returns will not be accepted for warranty without a returns (SERQ) number. It is essential that the address label is securely attached to the outer packaging of the returned goods. Processing of returned goods will be delayed if the Warranty Claim Form is not provided.

The guarantee will be rendered invalid if the item is found to have been altered, modified, dismantled, tampered with, or has not used Crowcon spares for replacement parts (including sensors) or has been serviced or repaired by any party not authorised and certified by Crowcon to do so.

The warranty does not cover misuse or abuse of the unit including use outside of specified limits.

Disclaimer: The information contained within this document is accurate at the time of going to print and is subject to ongoing revisions without notice.

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1. Portable Instruments

T4

We offer two warranty periods for the T4 instrument, standard 3-year warranty, and 6 year warranty at additional price. Enquire for more details.

3-year warranty (Note 6 month shelf life is not added to the warranty period)

The following warranty periods apply to sensors supplied with a 3-year instrument:

T4 sensors	Warranty Period
Carbon Monoxide	3 years
Flammable (Pellistor)	3 years
Hydrogen Sulphide	3 years
Oxygen (3 Year)	3 years

T4x

3-year warranty (Note 6-month shelf life is not added to the warranty period)

The following warranty periods apply to sensors supplied with a 3-year instrument:

T4 sensors	Warranty Period
Dual sensor H2S & CO	3 years
Flammable (MPS™)	5 years
Oxygen (5 Year)	5 years

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Gas-Pro and Tank-Pro

Gas-Pro is offered with a 3-year instrument warranty.

For instruments with up to 5 standard gas channels with a combination of a 3-year O2 sensors as well as at least one of the following Flam/CO/H2S/CO2 sensors are **covered** in the "3-year warranty instrument" period. Other sensor types are not included in the 3-year warranty.

Gas-Pro sensors	Warranty Period
Carbon Monoxide	3 years
Dual sensor H2S & CO	3 years
Flammable (Pellistor)	3 years
Hydrogen Sulphide	3 years
INFRA RED sensors (all gas options)	3 years
Oxygen (3-year)	3 years

Warranty periods for sensors fitted into the "3-year warranty" Gas-Pro that are **not covered** in the standard 3-year warranty period are listed below with their own specific warranty period.

Gas-Pro sensors	Warranty Period
Ammonia	1 year
Chlorine	1 year
Chlorine dioxide	1 year
Nitric Oxide (4 series)	2 years
Nitrogen Dioxide	1 year
Ozone	1 year
PID Gas-Pro	1 year
PID Lamp Gas-Pro	6 months
Sulphur Dioxide	2 years

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Tetra 3

Tetra 3 is offered with a 3-year instrument warranty.

For instruments with up to 4 standard gas channels with a combination of a 3-year O2 sensor as well as at least one of the following sensor types Flam/CO/H2S/CO2 are **covered** in the "3-year warranty instrument" period. The other sensor types are not included in the 3-year warranty.

Tetra 3 sensors	Warranty Period
Carbon Dioxide (INFRA RED sensor)	3 years
Carbon Monoxide	3 years
Dual sensor H2S & CO	3 years
Flammable (Pellistor)	3 years
Hydrogen Sulphide	3 years
Oxygen (3 Year)	3 years

Warranty periods for sensors fitted into the "3-year warranty" Tetra 3 that are **not covered** in the standard 3 year warranty period are listed below with their own specific warranty period.

Tetra 3 sensors	Warranty Period
Ammonia	1 year
Chlorine	1 years
Hydrogen Cyanide	1 year
Ozone	1 year
Sulphur Dioxide	2 years

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Triple Plus + and Detective +/Net

We offer a 2-year warranty period for the Triple Plus + and Detective +/Net instrument.

Listed below are the sensors fitted to Triple Plus + or Detective +/Net instrument that are **covered** in the "2 year warranty instrument" period.

Triple Plus+/Detective +/NET	Warranty Period
Carbon Monoxide	2 years
Flammable (Pellistor)	2 years
Hydrogen Sulphide	2 years
Infra-Red sensors (all gas types)	2 years
Oxygen (2 Year)	2 years
Sulphur Dioxide	2 years

Warranty periods for sensors fitted into the Triple Plus + or Detective +/Net that are **not covered** by a 2-year warranty are listed below with their own specific warranty period.

Triple Plus+/Detective +/NET	Warranty Period
Ammonia	1 year
Arsine	10 months
Chlorine	1 year
Chlorine dioxide	1 year
Ethylene Oxide	1 year
Fluorine	1 year
Hydrogen (%LEL electrochemical)	18 months
Hydrogen (ppm)	1 year
Hydrogen Chloride	1 year
Hydrogen Cyanide	1 year
Hydrogen Fluoride	1 year
Nitric Oxide	1 year
Nitrogen Dioxide	1 year
Phosphine	1 year
VOC	1 year

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Gasman

We now offer a 3-year device warranty for Gasman instruments with the following sensors fitted. Note that the sensors themselves have an extended warranty of 5 years.

Gasman sensors	Warranty Period
Flammable (MPS™)	5 years
Oxygen (Long Life)	5 years

We offer a 2-year warranty period for other Gasman instruments.

Listed below are the sensors fitted to the Gasman instrument that are **covered** in the "2-year warranty instrument" period

Gasman sensors	Warranty Period
Carbon Monoxide	2 years
Carbon Dioxide (INFRA RED sensor)	2 years
Flammable (Pellistor)	2 years
Ethylene Oxide	2 years
Hydrogen Sulphide	2 years
Nitric Oxide	2 years
Oxygen (2 Year)	2 years
Sulphur Dioxide	2 years

Warranty periods for sensors fitted into the Gasman instrument that are **not covered** by a 2-year warranty are listed below with their own specific warranty period.

Gasman sensors	Warranty Period
Ammonia	1 year
Chlorine	1 year
Chlorine dioxide	1 year
Hydrogen Cyanide	1 year
Fluorine	1 year
Hydrogen (%LEL electrochemical)	18 months
Hydrogen (ppm)	1 year
Hydrogen Fluoride	1 year
Nitrogen Dioxide	1 year
Ozone	1 year
Phosgene	7 months
Phosphine	1 year

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Other portable products

Portable instruments	Warranty Period	Notes
Clip SGD Instrument chargers	2 years* 2 years (3 years*)	* Or a maximum 2900 alarm minutes. (* If purchased with a 3-year warranty instrument)
I-Test & Q-Test	2 years	

Generic sensor shelf life

Sensor type	General shelf life **
Catalytic or Infra-red sensor	>1 year
MPS sensor	>1 year
Long-Life Oxygen sensor	6-12 months*
Oxygen sensor	3-6 months*
Toxic Sensor (Electrochemical)	2-6 months*

* Model type dependant

** When correctly stored as per manufactures recommendations.

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2. Fixed System Products

Controllers	Warranty Period
Gasflag (Obsolete from Feb 2024)	1 year
Gasmonitor Plus	1 year
Vortex & Vortex FP	1 year
Gasmaster	2 years
GM Controller	1 year
Multiscan++ S2	2 years
Multiscan++ MED	2 years
Multiscan++ PK	2 years
Sample Systems & ESU's	1 year

Gas Detectors	Sensor Warranty	Warranty Period
Xgard (Type 1 to 6)	Refer to Page 10	1 year
Xgard IR	Refer to Page 10	2 years
Xsafe	Refer to Page 10	1 year
Flamgard Plus (Obsolete from Mar 2024)	Refer to Page 10	1 year
TXgard Plus (Obsolete from Mar 2024)	Refer to Page 10	1 year
TXgard-IS+	Refer to Page 10	1 year
Xgard Bright	Refer to Page 10	2 years
Xsafe Bright	Refer to Page 10	2 years
Xgard IQ	Refer to Page 10	3 years
IRmax	Not applicable	3 years
Smart 3G-D2	1 year	2 years
Smart 3G-C2	1 year	2 years
Smart 3G-C3	1 year	2 years
Smart S-MS	1 year	2 years
Smart S-MS MED	1 year	2 years
Smart S-SS	1 year	2 years
Smart P	1 year	2 years
Smart 3-NC	1 year	2 years
Smart 3H-FM Lite	1 year	2 years

Smoke & Flame Detectors	Warranty Period
FGard IR3	5 years
FGard H2	5 years
FGard UVIR	5 years
Smoke & Heat detectors	1 year

Note: Product warranty defined above does not include the sensors; these are subject to individual warranty periods as defined in the Fixed detector sensor table.

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Fixed Accessories	Warranty Period
Zener barriers & Galvanic Isolators	1 year
Sounders & Beacons	1 year

Fixed Detector Sensors

Sensor warranty periods for fixed detector are listed below.

Fixed detector spare sensors	Warranty Period
Catalytic bead sensors (Pellistor)	1 year
Infrared sensors (Xgard IR/XgardIQ)	2 years
Thermal conductivity sensors (Xgard Type 6)	1 year
MPS flammable sensor	5 years
PID sensor	1 year

Electrochemical Sensors:

Ammonia	1 year
Arsine	10 months
Bromine	1 year
Carbon Monoxide	1 year
Chlorine	1 year
Chlorine dioxide	1 year
Diborane	10 months
Ethylene Oxide	1 year
Fluorine	1 year
Germane	10 months
Hydrogen	1 year
Hydrogen Chloride	1 year
Hydrogen Cyanide	1 year
Hydrogen Fluoride	1 year
Hydrogen Sulphide	1 year
Nitric Oxide	1 year
Nitrogen Dioxide	1 year
Oxygen	1 year
Oxygen Long-Life	5 years
Ozone	1 year
Phosgene	7 months
Phosphine	1 year
Silane	10 months
Sulphur Dioxide	1 year

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3. Flue Gas Analysers

Telegan	Warranty Period
Sprint eVo	2 years
Sprint Pro	5 years

* Note.

Product warranty defined above does not include the sensors; these are subject to individual warranty periods as defined below.

Sprint eVo became obsolete in September 2018 and spares supply will be maintained until 2023 providing parts and spares remain available from suppliers.

Sprint-Pro Flue Gas Analysers Replacement Sensors		Warranty Period
Carbon Monoxide		5 years
Oxygen		5 years

Sensor shelf life

Generic Sensor	Shelf Life **
Oxygen sensor	3-6 months
Toxic Sensor	6 months

** When correctly stored as per manufactures recommendations.

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4. Gas Products shelf life

Test Gas	Shelf Life in months **	
	12 Litres	34/60/112 Litres
Ammonia (NH ₃)	6	12
Carbon Dioxide (CO ₂)	12+	12+
Carbon Monoxide (CO)	12+	12+
Chlorine (Cl ₂)	12	12
Ethylene Oxide (ETO / C ₂ H ₄ O)	6	6
Hydrogen (H ₂)	12+	12+
Hydrogen Chloride (HCl)	12	12
Hydrogen Cyanide (HCN)	12	12
Hydrogen Sulphide (H ₂ S)	12	12
Isobutylene (IC ₄ H ₈)	12+	12+
Methane (CH ₄)	12+	12+
Methyl Mercaptan (CH ₄ S)	6	6
Nitric Oxide (NO)	12	12
Nitrogen (N ₂)	12+	12+
Nitrogen Dioxide (NO ₂)	6	6
Oxygen (O ₂)	12+	12+
Pentane (C ₅ H ₁₂)	12+	12+
Phosphine (PH ₃)	12	12
Propane (C ₃ H ₈)	12	12
Sulphur Dioxide (SO ₂)	6	12
Sulphur hexafluoride (SF ₆)	12+	12+
Pentafluoroethane (R125)	6	6
Quint H ₂ S/CO/FLAM/CO ₂ /O ₂	12	12
Quad H ₂ S/CO/FLAM/O ₂	12	12
Tri H ₂ S/CO/CH ₄	12	12
Tri CO/CH ₄ /O ₂	12	12
Dual CH ₄ /O ₂	12	12

Note:

** When correctly stored as per manufactures recommendations.

Remove the regulator when not in use,

Once regulator is fitted, the life of the gas will reduce.

For more information, please contact +44 (0)1235 557711, technicalsupport@crowcon.com