

30th January 2012

Product Advisory

Gasman rechargeable battery

We identified an issue with the battery (E01881) used in all Gasman rechargeable instruments and as a replacement / spare parts since October 2008. The battery includes extra electronic protection circuitry that is not required in our certified design. Though the battery does not present an immediate safety issue, we must recommend that the battery is replaced at the time of its next service / calibration or within the next 12 months from the date of this letter. This approach has been discussed with the certification authorities.

All other Crowcon instruments including Gasman CO₂ IR, Gasman non-rechargeable instruments and Gasman rechargeable built or supplied after 8th November 2011 are unaffected by this issue.





How to check if an instrument is affected?

If you have an instrument or battery that was manufactured or supplied after October 2008 or has a serial number starting 294239 or later then your battery must be replaced. To identify if your instrument is affected you can check the certification label on the back of your instrument which will give you both the serial number and the year of manufacture, Fig 1.



Fig 1: Year of manufacture and serial number

To check if your battery is affected please follow the below key:

AFFECTED BATTERY	REPLACEMENT BATTERY	NOT AFFECTED	NOT AFFECTED
			

How do I receive replacement batteries?

Replacement batteries and trays are now available and can be supplied in one of the following ways, if:

You can supply serial numbers for the instruments you want to replace:

Fill in a warranty claim form which can be found on the Crowcon Support site (www.crowconsupport.com) and email a copy to the Customer Support team at customersupport@crowcon.com or telephone Crowcon Head Office on +44 (0)1235 557729 quoting Gasman Rechargeable Battery advisory. Complete the form including the serial numbers and quoting 'Gasman Blue Battery' as the Fault. A CRN (Customer Returns Number) will be issued and the Customer Support Team will issue you with replacement batteries and trays.

You can not supply serial numbers yet but need replacement batteries:

Contact the Customer Support Team (as above) quoting Gasman Rechargeable Battery advisory. The Customer Support Team will advise you of the next steps on an individual basis.

You have unused affected batteries that need replaced:

Fill in a warranty claim form or call the Customer Support Team (as above). Quote 'Gasman Blue Battery' as the Fault. A CRN will be issued to return the affected batteries against. On our receipt of these batteries new replacement batteries and trays will be supplied to you.

How do I dispose of used affected batteries?

Affected batteries should be disposed of according to WEEE regulations.

We apologise for any inconvenience caused by this notification and will endeavour to replace all affected batteries as quickly as possible. This notice neither invalidates nor extends your normal warranty. If you have any queries, please contact your Regional Crowcon Office who will be happy to help.

Kind Regards,



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