

## Product Advisory

### A131: IRmax/IREX

Date: 22nd December 2016

We have discovered a manufacturing defect on a very small number of IRmax/ IREX gas detectors manufactured around March 2016. As a precaution we are asking all customers with product manufactured around this time to check their units.

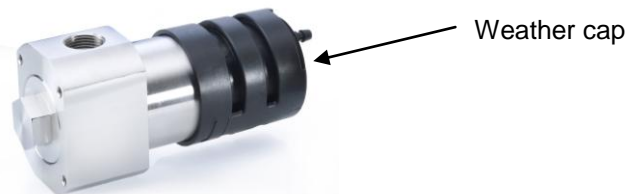
The defect means that **affected detectors are not suitable for use in a hazardous area** and any affected detectors should be **switched off immediately** if they are sited in a hazardous area. **Failure to do so could result in an ignition of a gas cloud.**

We appreciate that these units may now be installed at a 3<sup>rd</sup> Party facility. In this case you must communicate this safety information onto the end users of the equipment so they can perform the check. Should you require any support with this communication, please get in touch with us via the contact details at the end of this letter.

#### How to check if your equipment is affected:

The affected detectors have been assembled without the window that seals and secures the 'Exd' body containing the electronic circuits, lamps and sensors. To check that the window is present:

1. Remove the weather cap on each detector.



2. Use a soft-tipped probe inserted in the aperture to ensure the window is present. A visual inspection alone is not sufficient as the window can be hard to see. **Do not touch the window with your finger or any sharp tool**, as this could damage, or mark the window and affect the performance of the unit.



3. If the window is present replace the weather cap; the detector can remain in use.
4. **If the window is missing remove power from the detector immediately! Contact Crowcon to arrange for a replacement detector.**

We urge you to do whatever is necessary to ensure the detectors are inspected as quickly as possible. We have stock of units that we can send to replace affected units.

**Please contact a member of the Customer Support team on +44 (0) 1235 557711 to arrange this.**

An individual notice has been sent to those customers that have ordered units during this timeframe, along with a list of serial numbers potentially affected.

We sincerely apologise for the disruption this issue will cause and will continue to work with you to ensure this situation is resolved in the shortest time possible.