

Product: IRmax Infrared Hydrocarbon Gas Detector

Subject: Product quality issue.

8th August 2012

To whom it may concern,

Due to a component error, a small number of IRmax detectors manufactured between May 11th and August 1st 2012 are suitable for operation with a maximum supply voltage of 25.5Vdc (IRmax should normally operate up to 30Vdc). If the supply voltage is higher than 25.5V the detector will go into fault: the output signal will be ~1mA and the IR Display (if fitted) will show 'Service Required'.

Affected detectors will have been programmed with **V3 i1.07 host module** software; the software version can be checked on the IR Display (if fitted).

The serial numbers of affected detectors will be confirmed to each customer by our customer support team. Customers can also check whether specific detectors are affected by entering their serial numbers on the Crowcon website via the following URL:

<http://www.crowconproductadvisory.com/>.

There are two options available for affected customers:

1. If the detectors are supplied with a permanent supply guaranteed to stay below 25Vdc they will operate normally and no action needs to be taken.
2. If the supply is likely to exceed 25Vdc the detectors must be returned to Crowcon for modification: a new PCB will be fitted, the software will be updated and the detectors will be fully oven-learned and re-calibrated. To arrange for this option please contact our customer support team to receive a 'CRN' reference at: customersupport@crowcon.com.

We sincerely apologise for any inconvenience caused. Crowcon continues to monitor the quality of our products closely and inform customers of any issues that arise as quickly as possible.

Note: the fault described is not a safety issue: affected detectors will fail-safe and go into fault if subjected a supply voltage greater than 25.5Vdc.

Yours sincerely



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