

Product Advisory – A130

Product: XgardIQ Intelligent Gas Detector and Transmitter

Issue: Potential ‘Sensor Missing’ Fault



Following investigation of a customer report of an XgardIQ displaying a ‘Sensor missing’ warning intermittently (when operated at a very low temperature), an improvement has been made to the internal sensor communications circuit.

All XgardIQ transmitters manufactured from August 2016 have been modified to prevent any reoccurrence of this fault. Please refer to Crowcon Technical Note – FXIQ001 for further details.

Customers using XgardIQ transmitters manufactured prior to August 2016 can be re-assured that this fault has only been reported on one XgardIQ on a customer site. The fault also represents a ‘safe’ failure whereby the output signal will indicate a fault and a warning message will be displayed.

Any customers wishing to have their detectors replaced to prevent any possibility of this fault occurring should contact Crowcon customer support: customersupport@crowcon.com to request replacements and a CRN to subsequently return the replaced units.

For further information, please contact our Customer Support team:

Email: customersupport@crowcon.com

Telephone: +44 (0)1235 557711

We wish to thank you for your co-operation.