



BW Technologies by Honeywell
2840 - 2 Avenue SE
Calgary, AB
Canada T2A 7X9

403-248-9226 Corporate
403-273-3708 Fax
800-663-4164 Toll Free



March 23, 2010

Important Safety Advisory – Action Required

RE: Mandatory Firmware Upgrade for all GasAlertMicro 5, GasAlertMicro 5 IR, GasAlertMicro 5 PID and X5 gas detectors

Regions Affected: **Worldwide**

BW Technologies by Honeywell has issued updated firmware for GasAlertMicro 5 Series and X5 Series gas detectors. This upgrade and other previous upgrades result from on-going internal testing to elevate safety and quality standards for all BW Technologies' products. **To ensure your instrument contains the most recent safety enhancements, it is mandatory to upgrade any GasAlertMicro 5, GasAlertMicro 5 PID, GasAlertMicro 5 IR or X5 gas detector to firmware version 37, 23c, 23i (released March 23, 2010) or higher.**

Thorough on-going testing conducted by BW Technologies has identified that GasAlertMicro 5 Series and X5 Series gas detectors with firmware versions 36, 22c, or 22i, may fail to notify users with normal audible/visual warnings that the detector has entered a low battery state prior to powering off. Instruments in a low battery state (1 bar) may power off without warning. **Until the firmware has been upgraded, workers can safely use instruments with firmware 36, 22c or 22i if, and only if, the battery level icon displays either 2 or 3 bars. Detectors with firmware 36, 22c or 22i should NOT BE USED when the battery icon displays one bar.** Failure to ensure that the battery indicator is at 2 or 3 bars may lead to the device powering off without warning.



Resolution: upgrade to firmware 37, 23c, 23i (or higher). Once the firmware upgrade is completed, the device is safe to use at all battery levels.

The Appendix to this notice provides step-by-step upgrade guidance. Any customers that have previously registered for firmware upgrades will receive the new firmware.

For questions and assistance, please contact a BW Technologies representative:

United States: 1-888-749-8878	Europe: +44 (0) 1295 700 300	China: +86 10 6786 7305
Canada: +1-800-663-4164	France: +33 (0) 442 98 17 70	South East Asia: +65 6580 3468
Brazil: +55 11 3475 1873	Germany: +49 (0) 2137 17 6522	Australia: +613 9464 2770
Other Countries: +1 403 248 9226	Middle East: +971 4 8871766	Email: info@gasmonitors.com

Additionally, we are testing a longer-term pump solution. An update on testing progress will be communicated April 8, 2010.

Respectfully,

Shane McEwen, Product Marketing, Portables Americas
BW Technologies by Honeywell and Honeywell Analytics

Appendix for March 23, 2010 Product Safety Notice

Re: Firmware upgrade to version 37, 23c, or 23i for GasAlertMicro 5 Series and X5 Series gas detectors

Section 1: Step-by-Step Instructions to Upgrade the Firmware

Section 2: Common Questions

Section 3: Specific Information for Various Firmware Versions

Section 4: Supporting Documents

4.1 Identification Methods for GasAlertMicro 5 Series / X5 Series (Mar. 23, 2010)

4.2 Firmware Upgrade for GasAlertMicro 5 Series/X5 Series (Mar. 23, 2010)

- How to identify the firmware version for your instrument
- How to perform a firmware upgrade

4.3 MMC/SD Upgrade Procedure for GasAlertMicro 5 Series

4.4 Errata Card (technical specifications and hose length), P/N 131134/Technical Bulletin

Section 1: Step-by-step Instructions to Upgrade the Firmware

1. Determine if you have a GasAlertMicro 5 Series or X5 Series detector

On the front of the detector is a label with type of detector. Your four options are:

GasAlertMicro 5 PID

GasAlertMicro 5 IR

GasAlertMicro 5

X5

If you have an X5 detector, please contact BW Technologies. Refer to Section 2.

2. Identify the first three digits of your instrument's serial number.

- If you are unsure of how to identify the instrument serial number, refer to Section 4.1 - Identification Methods for GasAlertMicro 5 Series / X5 Series (Mar. 23, 2010)

3. Register to receive the firmware upgrade.

- If you have previously registered your GasAlertMicro 5 Series or X5 Series detector for a firmware upgrade you should automatically receive the new firmware.
- Otherwise, register your instrument(s) for upgrade by:
 - Visiting www.gasmonitors.com to register your instruments, or
 - Contacting your BW sales representative to register your information for you, or
 - Emailing info@gasmonitors.com with the following information and your instrument(s) will be registered on your behalf:
 - Name
 - Telephone number
 - Company
 - Serial numbers (1st three digits)
 - Mailing address information
 - Number of units for upgrade
 - Country

5. Upgrade your instrument once you have received the new firmware.

- Refer to Section 4.2 - Firmware Upgrade for GasAlertMicro 5 Series/X5 Series (Mar. 23, 2010) for instructions on how to perform a firmware upgrade.
- Contact a BW Technologies representative if you require assistance.

Note: If you would like to know which firmware version you have and are unsure how to determine instructions the version your instrument is running on, refer to instructions in Section 4.2 - Firmware Upgrade for GasAlertMicro 5 Series/X5 Series (Mar. 23, 2010).

Section 2: Common Questions

Where can I get additional help if I need assistance?

Contact your Regional Sales Manager [\[View Link\]](#) or contact a BW Technologies representative directly.

United States: 1-888-749-8878	Europe: +44 (0) 1295 700 300	China: +86 10 6786 7305
Canada: +1-800-663-4164	France: +33 (0) 442 98 17 70	South East Asia: +65 6580 3468
Brazil: +55 11 3475 1873	Germany: +49 (0) 2137 17 6522	Australia: +613 9464 2770
Other Countries: +1 403 248 9226	Middle East: +971 4 8871766	

Email: info@gasmonitors.com

What instruments does the mandatory upgrade apply to?

It is mandatory to upgrade instrument firmware to versions 37, 23c or 23i (or higher) for:

- GasAlertMicro 5, GasAlertMicro 5 PID, GasAlertMicro 5 IR and X5 gas detectors
- All 1, 2, 3, 4 and 5 gas models for these detectors
- All serial numbers for these detectors

Firmware versions 37, 23c and 23i were released on March 23, 2010. To ensure your instrument has the latest safety and performance enhancements you should always upgrade your instrument to the latest firmware.

What can I do until I am able to upgrade my instrument(s)?

Refer to Table 1 below to clarify appropriate uses of your instrument(s) based on the firmware installed.

Table 1. Overview of Instrument Firmware Version and Appropriate Instrument Activity (as of Mar. 23, 2010)

Instrument Firmware Version	Using Diffusion Mode no remote sampling	Using Diffusion Mode with remote sampling – manual aspirator kit	Using Diffusion Mode with remote sampling – motorized Sampler*	Using Pump Mode
28, 16d, or 16c	operate as normal	operate as normal	operate as normal	do NOT use
35, 21i, or 21c	operate as normal	operate as normal	operate as normal	do NOT use
36, 22i, or 22c	use only with 2 or 3 battery bars	use only with 2 or 3 battery bars	use only with 2 or 3 battery bars	use only with 2 or 3 battery bars
37, 23i, or 23c	operate as normal	operate as normal	operate as normal	operate as normal

* Motorized sampling option—the Sampler—is cULus, IECEx and ABS certified

If other interim solutions are required, please contact a BW Technologies representative.

Q: What is the reason for the series of upgrades on GasAlertMicro 5 and X5 series products? And what is BW Technologies doing to improve the situation for customers?

A: BW Technologies is committed to continuously improving the quality and safety of all its products. We are working to enhance how products are tested and to increase the amount of testing conducted. In fact, during the recent economic downturn, we continued to increase our testing and product re-development efforts compared to previous years.

For products BW has recently developed, more investigative and rigorous testing was conducted during the design phase of product development. In this way, we have uncovered and corrected flaws before it reaches you. We believe our legacy products should provide customers with the same quality as newer products like the GasAlertQuattro. To this end, we are applying test methodologies from the GasAlertQuattro project to the GasAlertMicro 5 Series gas detectors. This new self-imposed testing is uncovering improvements required to make the GasAlertMicro 5 Series meet our higher standards.

BW also evaluates our manufacturing processes and our suppliers to ensure they will help us create robust products. Armed with new knowledge and vigorous testing schedules, BW is applying its resources to uncover potential issues in existing products and resolve them.

What does this mean for **you**, our **valued** customers? More stable, quality products—right from the launch of the product. We thank you for your continued cooperation and patience.

Section 3: Specific Information for Various Firmware Versions

Firmware version 28, 16d, or 16c

Instrument Firmware Versions	Safety Notice Issued	Reason
28, 16d or 16c (or lower)	Dec. 17, 2009 [View Here]	Instrument firmware may not consistently detect a blocked pump

Operating Modes Affected:

- Dec. 17, 2009 safety notice applies only to detectors operating in pump mode.
- Instruments operating in diffusion mode are not affected.

Required Actions:

- Do not to use the instrument in pump mode.
- Mandatory to upgrade instrument firmware to v37, 23c, or 23i (or higher)

Interim Options:

Until you are able to upgrade your instrument(s) with the latest firmware, you can:

- Perform remote sampling in diffusion mode using the Sampler* motorized pump or manual aspirator kit
- Contact BW Technologies by Honeywell for assistance

* Motorized sampling option—the Sampler—is cULus, IECEx and ABS certified

Firmware version 35, 21i, or 21c

Instrument Firmware Versions	Safety Notice Issued	Reason
35, 21i or 21c released Dec. 17, 2009	Feb. 4, 2010 [View Here]	Instrument firmware may not consistently detect a pump that is non-functional or has seized during the start-up sequence

Operating Modes Affected:

- Feb. 4, 2010 safety notice applies only to detectors operating in pump mode.
- Instruments operating in diffusion mode are not affected.

Required Actions:

- Do not to use the instrument in pump mode.
- Mandatory to upgrade instrument firmware to v37, 23c, or 23i (or higher)

Interim Options:

Until you are able to upgrade your instrument(s) with the latest firmware, you can:

- Perform remote sampling in diffusion mode using the Sampler* motorized pump or manual aspirator kit
 - Contact BW Technologies by Honeywell
- * Motorized sampling option—the Sampler—is cULus, IECEx and ABS certified

Firmware version 36, 22i, or 22c

Instrument Firmware Versions	Safety Notice Issued	Reason
36, 22i or 22c released Feb. 4, 2010	Mar. 23, 2010 [View Here]	Detector may not provide normal audible/visual low battery warning prior to shutdown

Operating Modes Affected:

- Safety notice applies to instruments operating in either pump mode or diffusion mode.

Required Actions:

- Do not use the instrument if only one (of three) bars is displayed in the battery icon.
- Mandatory to upgrade instrument firmware to v37, 23c, or 23i (or higher)

Interim Options:

Until you are able to upgrade your instrument(s) with the latest firmware, you can:

- Use the instrument when 2 or 3 bars are displayed on the battery icon. You must check the battery icon regularly. You must recharge the battery or replace the alkaline batteries if the battery icon displays only a single bar.
- Contact BW Technologies by Honeywell

Firmware version 37, 23i, or 23c

Instrument Firmware Versions	Note:
37, 23i or 23c released Mar. 23, 2010	This is the latest version of firmware..

Required Actions:

- Use in normal operation (pump or diffusion mode)

Section 4: Supporting Documents

4.1 Identification Methods for GasAlertMicro 5 Series / X5 Series (Mar. 23, 2010)

This document will help you identify which firmware version is required for your detector. It uses the serial number prefix or the hardware version. [View Here](#)

- This document can be found when registering to download your firmware or under the More Information side bar on the [website](#).

4.2 Firmware Upgrade for GasAlertMicro 5 Series/X5 Series (Mar. 23, 2010)

This document will help you upgrade the firmware on the detector. It will also help identify which firmware is required. [View Here](#)

- This document is included in the zipped downloaded firmware files or under the More Information side bar on the [website](#).

4.3 MMC/SD Upgrade Procedure for GasAlertMicro 5 Series / X5 Series

This document will help you create a firmware upgrade card from an MMC or SD card. [View Here](#)

- This document is included in the zipped downloaded firmware files or under the More Information side bar on the [website](#).

4.4 Errata Card/Technical Bulletin

This document will outline the improvements in pump behaviour as well as changes in hose length and operation temperature. The same information is included in the technical bulletin. [View Here](#)

- The errata card is included with pump kits and new GasAlertMicro 5 Series detectors
- The technical bulletin, which contains the same information as the errata card, is included in the zipped downloaded firmware files or under the More Information side bar on the [website](#).