



Crowcon Detection Instruments

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A HALMA COMPANY

Dear Customer

Re: Important Recall Notice issued by City Technology concerning their "4CF" CO sensors

We have received a Product Recall Notice from one of our sensor suppliers, City Technology, part of the Honeywell organization. This relates to their 4CF sensors manufactured between late May 2007 and May 2008 that are used in our CO versions of Spygas CO, Eikon, Gasman, Tetra and Tetra:3 (but not the CO+H₂S version that uses a different sensor) and is also widely used in various products from other gas detector manufacturers.

We are writing to alert you of this so that you may draw your own conclusions. We are informed that there is an overall increased risk that sensors produced between May 2007 and May 2008 may fail prematurely without the customer being aware of the failure. We are also informed that one specific customer of City Technology's suffered a high number of failures. Crowcon instruments manufactured after May 2008 do not use this sensor.

The information from our own warranty and service records is that we have not seen a noticeable increase in failure rates in our products. Nevertheless, as there is an increased risk and because such failure may not be noticeable by the user unless it is tested with CO gas we strongly recommend that you test any instruments that may be affected by this recall before each use. Any instrument that fails to respond should immediately be withdrawn from use. Sensors covered by this recall have the date codes 830,336,505,508,116,300,636,201,701,023,106,847,314 and should be returned to Crowcon for replacement free of charge. We, and all our distributors, will automatically replace these CO sensors during an instruments next service. If you identify that you have received one of these sensors please contact Crowcon at 800-527-6926 to request a Return Authorization Number ("RA") and arrange replacement sensors.

We apologize for any inconvenience caused by this notification and will endeavour to replace all affected sensors as quickly as possible. This notice neither invalidates nor extends your normal warranty. Please find attached a list of products and serial numbers that may be affected by this notification.

Yours sincerely

Lisa French
Sales Office Manager

Crowcon products affected by City Technology "4CF" CO sensor Recall Notice

Eikon single gas monitor

From Serial Number 21002028 to 21002354 & 22001412 to 22001674

Gasman single gas monitor

Gasman has two forms of serial number as follows:

XXXXXXX/YY-ZZZ Affected instruments have XXXXXX in range 260075 to 285175

WXXXXXXXX/YY-ZZZ Affected instruments have XXXXXX in range 105489 to 119398

Tetra:3 multigas monitor

Tetra3 has two forms of serial number as follows:

XXXXXXX/YY-ZZZ Affected instruments have XXXXXX in range 260075 to 285158

WXXXXXXXX/YY-ZZZ Affected instruments have XXXXXX in range 104466 to 117322

Tetra multigas monitor

Tetra has two forms of serial number as follows:

100XXXXXXXX/YY-ZZ Affected instruments have XXXXXX in range 258250 to 285124

WXXXXXXXX/YY-ZZZ Affected instruments have XXXXXX in range 104466 to 117322

Affected Spares:

Spare sensors for Custodian and Gasman II (part number E01774), and spare i-modules for Tetra, Tetra:3 and Gasman supplied between 22nd May 2007 and 31st May 2008 will also be affected. These will have date codes 830,336,505,508,116,300,636,201,701,023,106,847 or 314.

Spygas CO leak detector

From Serial Number SGC02346 to SGC02771