	Product Advisory Notice	08/07/2010
	Document Reference: FXIR013	

Product: Xgard IR hydrocarbon and CO₂ gas detector
Subject: Product advisory notice: IR sensor module failure

A very small number of detectors have recently been reported for failing to respond to gas. The affected detectors produce a 4mA (healthy) signal but do not respond when test gas is applied. Users are also unable to set the sensor balance on the detector amplifier.

Investigations on returned units have revealed a component fault which affects sensor module PCB's manufactured in June/July 2009. All of the detectors had passed Crowcon's production tests prior to being despatched. In most cases the fault was observed when the detectors were commissioned on-site, however two detectors had been in operation for some time before the fault was revealed.

Due to the potentially dangerous failure mode, and the uncertainty on when modules may fail, Crowcon strongly recommends the following course of action:

All detectors or spare sensor modules delivered between June 2009 and July 2010 should be gas tested immediately to ensure the sensor responds appropriately.

To test the sensor:

1. Place the control system to which the detector is connected into 'inhibit' state to prevent alarms during testing.
2. Apply test gas of the type for which the detector is calibrated (concentration should ideally be at least 50% of full scale) to the detector at a flow rate of 0.5–1 litre per minute via a flow adaptor (part no. C03005).
3. Allow 30-seconds for the sensor to stabilise and then check that the control panel is displaying the correct gas concentration.
4. Once the sensor has been tested the gas can be removed and the control panel taken out of inhibit state.

If the control panel cannot be accessed, the detector signal can be verified using a test-meter by following the instructions provided in the product Installation, Operating and Maintenance Instructions (Crowcon part number M07648).

If the detector fails to respond to the test gas (ie the control panel reads 0%LEL, or the detector signal is measured at 4mA with gas applied) contact Crowcon at the following address immediately for further advice:

customersupport@crowcon.com


For telephone support please contact:

Replacement sensor modules: +44 1235 557731

Technical advice: +44 1235 557711

Failed sensors will be replaced under warranty, a replacement sensor module will be issued and a Customer Returns Number (CRN) will be notified. The faulty sensor must be returned to Crowcon for inspection immediately.

Arrangements must be put in place at the location of the failed detector to provide continued protection until the new sensor is commissioned.

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The replacement sensor module must be installed, commissioned and calibrated as instructed in the product Installation, Operating and Maintenance Instructions. The affected part is pictured below for reference.



Xgard IR Sensor Module



Xgard IR Sensor Module location

We unreservedly apologise 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.

Andy Avenell
Product Manager – Fixed Systems