

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 organisation. This relates to their 4CF sensors manufactured between late May 2007 and May 2008 that are used in our CO versions of 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 to this situation and have posted a copy of the notification from City on our website, www.crowcon.com, 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 Any instrument that fails to respond should immediately be withdrawn from use.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 batch numbers 10199194 to 12844839 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 your local Crowcon distributor or branch, or contact Crowcon Customer Support at 4cfsupport@crowcon.com or on 01235 557711 to request a Customer Return Number (“CRN”) and arrange replacement sensors.

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. Please find attached a list of products and serial numbers that may be affected by this notification.

Yours sincerely



Paul Dunn – Sales and Marketing Director
Crowcon Detection Instruments Limited



Crowcon Detection Instruments Ltd
2 Blacklands Way, Abingdon Business Park
Abingdon, Oxfordshire OX14 1DY
United Kingdom

TEL +44 (0)1235 557700

FAX +44 (0)1235 557749

EMAIL sales@crowcon.com

WEB SITE www.crowcon.com

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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:

XXXXXX/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:

XXXXXX/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 sensor serial numbers in the range 10199194 to 12844839 shown on the sensor label – more guidance on identifying this information is shown on our website.



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2 Blacklands Way, Abingdon Business Park
Abingdon, Oxfordshire OX14 1DY
United Kingdom

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WEB SITE www.crowcon.com

A Halma Company

1st July 2008

Crowcon Detection Instruments Ltd
Mr Stefan Kukula

2 Blacklands Way
Abingdon Business Park
OX14 1DY Abingdon
UK



Life Safety Distribution AG
Wilstrasse 11
8610 Uster
Switzerland
Tel +41 (0)44 943 44 38
Fax +41 (0)44 732 69 83
Web www.citytech.com

Dear Mr Kukula,

CRITICAL COMMUNICATION. ACTION REQUIRED!

Product Recall Notice 4CF Carbon Monoxide Sensor Serial Numbers starting from 10199194 to 12844839

As indicated in our letter of 7th May 2008 regarding the supply of 4CF Sensors, we have continued to investigate the failure rate experienced in these sensors, and have carried out a more extensive sampling process. From this work we have concluded that higher rates of failure are demonstrated since a Design Change in May 2007.

We have therefore decided, as a precautionary measure, to recall 4CF Product with the above serial numbers.

These further investigations also more clearly identified the cause of the problem, and the replacement Sensors have been upgraded to resolve the problem.

We will replace all affected 4CF Sensors free of charge. However, please return to us each 4CF Sensor that is replaced so that we can record the progress of this recall.

AFFECTED SENSORS

All 4CF Sensors with Serial Numbers in the range **10199194** to **12844839** marked Rev. 3 are affected and should be replaced.

Please note that only the 4CF Sensors with the Serial Numbers in the range detailed above are affected. All other 4CF Sensors are unaffected and **NO ACTION** is necessary for these Sensors.

Please pass to all relevant personnel within your organisation



TESTING RECOMMENDATIONS

As previously advised: Where Electro-Chemical Toxic Sensors are used, especially in a Safety Critical Environment, instruments should be checked to confirm Response to Gas before each use.

Please Note: this guidance also applies to replacement sensors.

WHAT TO DO NEXT

Please find attached a "Customer Guidance Document" which gives a step by step approach on how to request Replacement Sensors.

Please note we have set up a **Dedicated Technical Help Line**:

Tel: **+44 2392 288 101** – Open from 0800-1800 hours, Monday-Friday UK Time

Also a dedicated email address has been set up to assist with Technical Queries:

techhelp@citytech.com

Please accept our apologies for the disruption this action may cause and please be assured we will work with our customers to minimise the impact of this action.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Steve Scorfield".

Steve Scorfield
Technology Leader
Sensors & Devices EMEA

Attachments:

- A. Customer Guidance Document*
- B. Product Recall Shipment Record*
- C. Customer Tracking Sheet*
- D. Sensor Identification Document*

Please pass to all relevant personnel within your organisation

Identification of Recalled 4CF Carbon Monoxide Sensors

As part of the 4CF recall process, it is necessary to correctly identify the serial number on the sensor. This can be done by the following process in conjunction with the label drawing shown below.

- 1) Identify the label on the product which should be in the format shown below.
- 2) Identify the serial number on the label, which is the 13 digit code printed on the label below the bar code.
- 3) The first two digits before the dot must be 03.
- 4) The 8 digits following the dot must be contained between the following values: 10199194 to 12844839.
- 5) The last 3 digits are not relevant to the identification of the product recall.

Note: The example product label below identifies a product that would have needed recall.



**4CF
Carbon
Monoxide
CiTiceL®**