

Important – Safety Advisory

Please pass to your Quality or Health & Safety Manager

Product Advisory – A129

Product: Crowcon T4 Portable Multigas Detector
(Flammable Gas Sensor)

Excluding: T4 2 gas - O₂ & CO, product code: T4-ZOCZ



It has been brought to our attention that in a number of cases, the sensitivity of the flammable gas sensor used in T4 exceeds the manufacturer's sensor drift specification. In these cases, the drop in sensitivity over time may result in Alarm 1 and Alarm 2 being triggered later at higher concentrations of flammable gas.

This issue applies to the flammable gas sensor only. The oxygen, carbon monoxide and hydrogen sulphide sensors are not affected.

We are working with our supplier to identify the batches of sensors supplied to us that are affected, and the T4 units these were fitted in. We have a permanent solution that uses an alternative sensor. We will replace any affected sensors as stocks of the new sensor become available.

In the meantime, to ensure continued safe use of T4 we advise our customers to:

1. Perform a functional check on your T4 before each day of use. This is considered good practice and EN 60079-29-2:2015 (Section 9.2.1) strongly recommends a field check is completed before each day of use.
2. If you employ different response protocols for Alarm 1 and Alarm 2, treat and react to Alarm 1 on the flammable gas channel as if it could be Alarm 2.

If you have the facility to calibrate your T4, we recommend you perform a calibration which will allow you to see if the sensitivity of your flammable gas sensor has drifted since the last calibration. Send the calibration certificate to customersupport@crowcon.com for advice on whether your flammable gas sensor is affected.

To assist customers to perform a functional check on the flammable gas sensor, Crowcon is offering to supply test gas free of charge during this period. Apply this test gas to T4 before use, and ensure the flammable gas channel goes into alarm. If the T4 unit fails a functional test, please contact us immediately to arrange suitable action.

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.