Product Advisory Notice

Product: Gas-Pro

Issue: Gas-Pro incomplete power down. Unit upgrade to V1.16

Reference: GP0115

Overview

In a very small number of cases, Gas-Pro instruments have failed to shutdown correctly after use. This has been traced to a coincidental timing issue where a combination of configuration settings and data/event logs are written to the instrument's memory at exactly the same time. An example of a circumstance which may trigger this is:

- Gas-Pro bump tested and calibrated using the I-Test bump/calibration tool, when lower and upper level gas alarm levels set to the same values,

If this situation occurs, the instrument will continue to function normally (detecting gas & triggering alarms etc.) until shutdown is attempted.

Diagnosis

When turning the Gas-Pro off, the audible shutdown beeps will occur as usual, however the display and menu system will remain active, with apparent gas readings on the display.

Once in this state, the gas sensors will not respond to gas correctly.

Users should check the instrument's display after the shutdown sequence is complete – if the display remains active, the Gas-Pro must not be used again until it has been subjected to the discharge process listed below.

1) Allow the Gas-Pro instrument to discharge completely.
2) Place the Gas-Pro on charge and allow it to complete a full charge.
3) Discharging & recharging the Gas-Pro resets the instrument, allowing it to function correctly.

Before using the Gas-Pro's instrument, it is advisable to conduct a bump test to ensure that it correctly responds to gas.

Immediate Measures for Prevention

It has been discovered that configurations which increase the number of events being written to the log at any one time point can increase the possibility of this functional 'lock up' occurring.

Therefore it is recommended that:

a) During shutdown of the Gas-Pro instrument, the screen should be checked, ensuring it is blank at the end of shutdown.
b) The Gas-Pro's lower and upper alarm points should be set to different levels. If you require the alarm levels to be set at the same value, please contact Crowcon to discuss your application further.
c) When using an I-Test for bump tests or calibration, ensure that the Gas-Pro's start-up sequence has fully completed (*approx 60-90 seconds, depending upon configuration*) before placing in the I-Test unit.

<u>Long Term Solution – Software Upgrade</u>

Crowcon takes its responsibility to safety extremely seriously and a free of charge upgrade of the software to version 1.16 at the next scheduled service, will completely resolve any potential occurrences of the fault condition. This upgrade can also be carried out by your local Crowcon Distributor. All units manufactured since 31st July 2015 have version 1.16 software so will not require an upgrade.

For more details, please contact your Crowcon Area Sales Manager or ourTechnical Support team on +44 1235 557711 or customersupport@crowcon.com

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