

Crowcon Technical Note

Document Reference: GEN067 – Warranty periods

Date: April 2019

Document applies to: Fixed and Portable Gas Detectors

Warranty Procedure

To facilitate efficient processing of any claim, contact your local Crowcon agent/distributor, a Crowcon regional office or our global customer support team (English working language) on +44 (0)1235 557711 or customersupport@crowcon.com to obtain a returns form for identification and traceability purposes.

The Customer Returns Form is also available on our [website](#) alternatively download the form here [CRN Form](#)

This form requires the following information from you:

- Your company name, contact name, phone number and email address.
- Address to which the goods are to be returned
- Description and quantity of goods being returned, including any accessories.
- Instrument serial number(s).
- Detailed fault description or reason for return.
- Whether an extended warranty applies to the goods.

Returns will not be accepted for warranty without a Crowcon Returns Number (CRN). It is essential that the address label is securely attached to the outer packaging of the returned goods. Processing of returned goods will be delayed if the CRN form is not provided.

The guarantee will be rendered invalid if the item is found to have been altered, modified, dismantled, tampered with, or has not used Crowcon spares for replacement parts (including sensors) or has been serviced or repaired by any party not authorised and certified by Crowcon to do so.

The warranty does not cover misuse or abuse of the unit including use outside of specified limits.

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Disclaimer: The information contained within this document is accurate at the time of going to print and is subject to ongoing revisions without notice.

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Portable Instruments

T4

We offer two warranty periods for the T4 instrument, standard 2 year warranty, and 3 year warranty at additional price.

2 year warranty (Note 6 month shelf life is not added to the warranty period)

The following warranty periods apply to sensors supplied with a 2 year instrument:

T4 sensors	Warranty Period
Carbon Monoxide	2 years
Flammable (Pellistor)	2 years
Hydrogen Sulphide	2 years
Oxygen (2 Year)	2 years

3 year warranty

T4s with a 3 year warranty will have /EW3 added to their product code.

The following warranty periods apply to sensors supplied with a 3 year instrument:

T4 sensors	Warranty Period
Carbon Monoxide	3 years
Flammable (Pellistor)	3 years
Hydrogen Sulphide	3 years
Oxygen (3 Year)	3 years

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Gas-Pro and Tank-Pro

Gas-Pro is offered with a 3 year instrument warranty

For instruments with up to 5 standard gas channels with a combination of a 3 year O2 sensors as well as at least one of the following Flam/CO/H2S/CO2 sensors are **covered** in the "3 year warranty instrument" period. Other sensor types are not included in the 3 year warranty.

Gas-Pro sensors	Warranty Period
Carbon Monoxide	3 years
Dual sensor H2S & CO	3 years
Flammable (Pellistor)	3 years
Hydrogen Sulphide	3 years
INFRA RED sensors (all gas options)	3 years
Oxygen (3 Year)	3 years

Warranty periods for sensors fitted into the "3 year warranty" Gas-Pro that are **not covered** in the standard 3 year warranty period are listed below with their own specific warranty period

Gas-Pro sensors	Warranty Period
Ammonia	1 year
Chlorine	1 year
Chlorine dioxide	1 year
Nitric Oxide (4 series)	2 years
Nitrogen Dioxide	1 year
Ozone	1 year
PID Gas-Pro	1 year
PID Lamp Gas-Pro	6 months
Sulphur Dioxide	2 years

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Tetra 3

Tetra 3 is offered with a 3 year instrument warranty

For instruments with up to 4 standard gas channels with a combination of a 3 year O2 sensor as well as at least one of the following sensor types Flam/CO/H2S/CO2 are **covered** in the "3 year warranty instrument" period. The other sensor types are not included in the 3 year warranty

Tetra 3 sensors	Warranty Period
Carbon Dioxide (INFRA RED sensor)	3 years
Carbon Dioxide (INFRA RED sensors)	3 years
Carbon Monoxide	3 years
Dual sensor H2S & CO	3 years
Flammable (Pellistor)	3 years
Hydrogen Sulphide	3 years
Oxygen (3 Year)	3 years

Warranty periods for sensors fitted into the "3 year warranty" Tetra 3 that are **not covered** in the standard 3 year warranty period are listed below with their own specific warranty period

Tetra 3 sensors	Warranty Period
Ammonia	1 year
Chlorine	1 years
Hydrogen Cyanide	1 year
Ozone	1 year
Sulphur Dioxide	2 years

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Triple Plus + and Detective +/Net

We offer a two year warranty period for the Triple Plus + and Detective +/Net instrument

Listed below are the sensors fitted to Triple Plus + or Detective +/Net instrument that are **covered** in the "2 year warranty instrument" period.

Triple Plus+/Detective +/NET	Warranty Period
Carbon Monoxide	2 years
Flammable (Pellistor)	2 years
Hydrogen Sulphide	2 years
Infra Red sensors (all gas types)	2 years
Oxygen (2 Year)	2 years
Sulphur Dioxide	2 years

Warranty periods for sensors fitted into the Triple Plus + or Detective +/Net that are **not covered** by a 2 year warranty are listed below with their own specific warranty period

Triple Plus+/Detective +/NET	Warranty Period
Ammonia	1 year
Arsine	10 months
Chlorine	1 year
Chlorine dioxide	1 year
Ethylene Oxide	1 year
Fluorine	1 year
Hydrogen (%LEL electrochemical)	18 months
Hydrogen (ppm)	1 year
Hydrogen Chloride	1 year
Hydrogen Cyanide	1 year
Hydrogen Fluoride	1 year
Nitric Oxide	1 year
Nitrogen Dioxide	1 year
Phosphine	1 year
VOC	1 year

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Gasman

We offer a two year warranty period for the Gasman instruments

Listed below are the sensors fitted to the Gasman instrument that are **covered** in the "2 year warranty instrument" period

Gasman sensors	Warranty Period
Carbon Monoxide	2 years
Carbon Dioxide (INFRA RED sensor)	2 years
Flammable (Pellistor)	2 years
Ethylene Oxide	2 years
Hydrogen Sulphide	2 years
Nitric Oxide	2 years
Oxygen (2 Year)	2 years
Sulphur Dioxide	2 years

Warranty periods for sensors fitted into the Gasman instrument that are **not covered** by a 2 year warranty are listed below with their own specific warranty period

Gasman sensors	Warranty Period
Ammonia	1 year
Chlorine	1 year
Chlorine dioxide	1 year
Hydrogen Cyanide	1 year
Fluorine	1 year
Hydrogen (%LEL electrochemical)	18 months
Hydrogen (ppm)	1 year
Hydrogen Fluoride	1 year
Nitrogen Dioxide	1 year
Ozone	1 year
Phosgene	7 months
Phosphine	1 year

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Tetra

We offer a two year warranty period for the Tetra instrument

Listed below are the sensors fitted to the Tetra instrument that are **covered** in the "2 year warranty instrument" period

Tetra sensors	Warranty Period
Carbon Monoxide	2 years
Carbon Dioxide (INFRA RED sensor)	2 years
Flammable (Pellistor)	2 years
Ethylene Oxide	2 years
Hydrogen Sulphide	2 years
Nitric Oxide	2 years
Oxygen	2 years
Sulphur Dioxide	2 years

Warranty periods for sensors fitted into the Tetra instrument that are **not covered** by a 2 year warranty are listed below with their own specific warranty period

Tetra sensors	Warranty Period
Ammonia	1 year
Chlorine	1 years
Hydrogen Cyanide	1 year
Hydrogen (ppm)	1 year
Hydrogen Fluoride	1 year
Nitrogen Dioxide	1 year
Ozone	1 year
Phosgene	7 months
Phosphine	1 year

Note.

Tetra became obsolete in December 2016 and that spares supply would be maintained until 2023 providing parts and spare remain available from suppliers

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Other portable product warranty periods

Portable instruments	Warranty Period	Notes
Checkbox	2 years	
Crowcon Clip	2 years*	* or with a max average of 4 alarm minutes per day
Instrument chargers	2 years 3 years*	* If purchased with a 3 year warranty instrument
I-Test & Q-Test	2 years	
Laser Methane mini	1 year	Extended warranty available

Note.

Checkbox became obsolete in December 2016 and that spares supply would be maintained until 2023 providing parts and spare remain available from suppliers

Generic sensor shelf life

Sensor type	General shelf life **
Catalytic or Infra red sensor	>5 years
Oxygen sensor	3-6 months*
Toxic Sensor (Electrochemical)	2-6 months*

* Model type dependant

** When correctly stored as per manufactures recommendations.

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Fixed Detectors and Control Panels warranty periods

Fixed products warranty is set by product as per the tables below

Fixed Control Panels

Fixed Controllers	Warranty Period
Ditech modules	1 year
Gasflag	1 year
Gasmaster	1 year
Gasmonitor	1 year
Hydra 32 & 256	1 year
Sample Systems & ESU's	1 year
Vortex & Vortex FP	1 year

Fixed Detectors

Fixed Detectors	Warranty Period
F-Gas	1 year
Flamgard Plus	1 year
IREX	3 years
IRmax	3 years
Smoke & Heat detectors	1 year
Spectrex 40/40 Series Flame Detectors	5 years
Spectrex Open Path INFRA RED Detectors	3 years
TCgard	1 year
TXgard Plus	1 year
TXgard IS	1 year (Spares only)
TXgard-IS+	1 year
Xgard (Type 1 to 6)	1 year
Xgard Bright	1 year
XgardIR	2 years
Xgard IQ	3 years
Xsafe	1 year

Note

Product warranty defined above does not include the sensors; these are subject to individual warranty periods as defined in the Fixed detector sensor table.

Accessories

Fixed Accessories	Warranty Period
Zener barriers & Galvanic Isolators	1 year
Sounders & Beacons	1 year

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Fixed Detector sensors

Sensor warranty periods for fixed detector are listed below

Fixed detector spare sensors	Warranty Period	Expected Sensor Life in "fresh air"
Catalytic flammable sensors (Pellistor)	1 year	> 5 years
Infrared sensors (Xgard IR/XgardIQ)	2 years	>5 years
Thermal conductivity sensors (TCgard/Xgard 6)	1 year	>5 years
<i>Electrochemical Sensors:</i>		
Ammonia	1 year	> 2 years (Sensoric)
Arsine	10 months	2 years (Sensoric)
Bromine	1 year	> 2 years (City)
Carbon Monoxide	1 year	> 2 years (Alphasense)
Chlorine	1 year	> 2 years (Sensoric)
Chlorine dioxide	1 year	> 2 years (Sensoric)
Diborane	10 months	2 years (Sensoric)
Ethylene Oxide	1 year	2 years (City)
Fluorine	1 year	> 18 months (Sensoric)
Germane	10 months	> 18 months (Sensoric)
Hydrogen	1 year	2 years (City)
Hydrogen Chloride	1 year	> 2 years (Sensoric)
Hydrogen Cyanide	1 year	> 18 months (Sensoric)
Hydrogen Fluoride	1 year	> 18 months
Hydrogen Sulphide	1 year	> 2 years (Alphasense)
Nitric Oxide	1 year	> 12 months (City)
Nitrogen Dioxide	1 year	> 2 years (Alphasense)
Oxygen 1 year life (TXGard-IS, pre 2009 TXGard IS+)	1 year	1 Year
Oxygen 2 year life (XGard, TXGard +, TXGard IS+ post 2009)	1 year	2 Years
Ozone	1 year	> 18 months (Sensoric)
Phosgene	7 months	> 12 Months (Sensoric)
Phosphine	1 year	2 years (City)
Silane	10 months	> 18 months (Sensoric)
Sulphur Dioxide	1 year	> 2 years (Alphasense)
VOC	1 year	2 years (City)

Generic Sensor	General shelf life**
Catalytic or Infra red sensor	>1 Year
Oxygen sensor	3-6 months*
Toxic Sensor (Electrochemical)	2-6 months*

* Model type dependant

** When correctly stored as per manufactures recommendations.

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Telegan Products

Telegan	Warranty Period
Gaseeker	2 years
Sprint eVo	2 years

Note.

Product warranty defined above does not include the sensors; these are subject to individual warranty periods as defined below. Gaseeker became obsolete in March 2016 and spares supply will be maintained until 2021 providing parts and spare remain available from suppliers

Flue Gas Analysers Replacement Sensors	Warranty Period
Carbon Monoxide	2 years
Oxygen	2 years

Sensor shelf life

Generic Sensor	Shelf Life **
Oxygen sensor	3-6 months
Toxic Sensor	6 months

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Gas Products shelf life

Test Gas	Shelf Life in months ** 12 Litres	Shelf Life in months** 34/60/112 Litres
Ammonia (NH3)	6	12
Carbon Dioxide (CO2)	12+	12+
Carbon Monoxide (CO)	12+	12+
Chlorine (Cl2)	12	12
Ethylene Oxide (ETO / C2H4O)	6	6
Hydrogen (H2)	12+	12+
Hydrogen Chloride (HCl)	12	12
Hydrogen Cyanide (HCN)	12	12
Hydrogen Sulphide (H2S)	12	12
Iso-Butylene (IC4H8)	12+	12+
Methane (CH4)	12+	12+
Methyl Mercaptan (CH4S)	6	6
Nitric Oxide (NO)	12	12
Nitrogen (N2)	12+	12+
Nitrogen Dioxide (NO2)	6	6
Oxygen (O2)	12+	12+
Pentane (C5H12)	12+	12+
Phosphine (PH3)	12	12
Propane (C3H8)	12	12
Sulphur Dioxide (SO2)	6	12
Sulfur hexafluoride (SF6)	12+	12+
Pentafluoroethane (R125)	6	6
Quint H2S/CO/FLAM/CO2/O2	12	12
Quad H2S/CO/FLAM/O2	12	12
Tri H2S/CO/CH4	12	12
Tri CO/CH4/O2	12	12
Dual CH4/O2	12	12

Note.

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Remove the regulator when not in use,

Once regulator is fitted the life of the gas will reduce.