

# Crowcon Technical Note

**Document Reference:** GEN099  
**Document applies to:** All Portables  
**Release Date:** 27<sup>th</sup> April 2020  
**Subject:** COVID-19 Instrument Charging Guidance



With the current COVID-19 situation, it is likely that many instruments will be left unused for extended periods.

When Crowcon portable instruments are left unused, the battery will continue to drain because of the internal functionality of the product.

Should the battery go completely flat, the instrument's internal Date & Time will be lost and subsequently require connection to the relevant PC software in order to reset the Date & Time (in many cases, this may require returning the instrument to a Service Centre for the clock to be reset).

It is, therefore, important to prevent the battery from fully discharging by periodically charging the instrument.

**Our general recommendation is to fully charge portable instruments monthly.**

If regular recharging is not possible while instruments are not being used, please allow the additional time required for sending instruments to your local Service Centre when returning to normal operations.

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