

Crowcon Technical Note

Document Reference: GEN067 – Warranty Periods
Document applies to: Fixed and Portable Products
Release Date: 3rd February 2023

Warranty Procedure

To facilitate efficient processing of any claim, we now have an Online Warranty Claim Form, which can be found on the Crowcon website using the following url:

<https://www.crowcon.com/help-and-advice/customer-support/warranty/>

Or by selecting “Warranty” from the Support menu on the website.

If you have any queries about the online form, or your claim, please contact your local Crowcon agent/distributor, a Crowcon regional office, or our global customer support team (English working language) on +44 (0)1235 557700 or warranty@crowcon.com.

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.

Returns will not be accepted for warranty without a returns (SERQ) number. 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 Warranty Claim 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.

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

Crowcon Technical Note

Contents

Products	Page
T4 and T4x	3
Gas-Pro and Tank-Pro	4
Tetra 3	5
Triple Plus + and Detective +/-Net	6
Gasman	7
Other portable product warranty periods	8
Fixed Control Panels	9
Fixed Detectors	9
Fixed Accessories	9
Fixed Detector sensors	10
Flue Gas Analysers	11
Gas Products shelf life	12



Crowcon Technical Note

Portable Instruments

T4

We offer two warranty periods for the T4 instrument, standard 3-year warranty, and 6 year warranty at additional price. Enquire for more details.

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

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

T4x

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

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

T4 sensors	Warranty Period
Dual sensor H2S & CO	3 years
Flammable (MPS™)	5 years
Oxygen (5 Year)	5 years



Crowcon Technical Note

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

Crowcon Technical Note

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 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

Crowcon Technical Note

Triple Plus + and Detective +/Net

We offer a 2-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

Crowcon Technical Note

Gasman

We now offer a 3-year device warranty for Gasman instruments with the following sensors fitted. Note that the sensors themselves have an extended warranty of 5 years.

Gasman sensors	Warranty Period
Flammable (MPS™)	5 years
Oxygen (Long Life)	5 years

We offer a 2-year warranty period for other 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

Crowcon Technical Note

Other portable product warranty periods

Portable instruments	Warranty Period	Notes
Clip SGD Instrument	2 years*	* Or a maximum 2900 alarm minutes.
chargers	(3 years*)	(* If purchased with a 3-year warranty instrument)
I-Test & Q-Test	2 years	

Generic sensor shelf life

Sensor type	General shelf life **
Catalytic or Infra-red sensor	>1 year
MPS sensor	>1 year
Long-Life Oxygen sensor	6-12 months*
Oxygen sensor	3-6 months*
Toxic Sensor (Electrochemical)	2-6 months*

* Model type dependant

** When correctly stored as per manufactures recommendations.

Crowcon Technical Note

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
Fgard IR3	4 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
Xgard IR	2 years
XgardIQ	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

Crowcon Technical Note

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
MPS flammable sensor	5 years	>5 years
<i>Electrochemical Sensors:</i>		
Ammonia	1 year	> 2 years
Arsine	10 months	2 years
Bromine	1 year	> 2 years
Carbon Monoxide	1 year	> 2 years
Chlorine	1 year	> 2 years
Chlorine dioxide	1 year	> 2 years
Diborane	10 months	2 years
Ethylene Oxide	1 year	2 years
Fluorine	1 year	> 18 months
Germane	10 months	> 18 months
Hydrogen	1 year	2 years
Hydrogen Chloride	1 year	> 2 years
Hydrogen Cyanide	1 year	> 18 months
Hydrogen Fluoride	1 year	> 18 months
Hydrogen Sulphide	1 year	> 2 years
Nitric Oxide	1 year	> 12 months
Nitrogen Dioxide	1 year	> 2 years
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
Phosgene	7 months	> 12 months
Phosphine	1 year	2 years
Silane	10 months	> 18 months
Sulphur Dioxide	1 year	> 2 years
VOC	1 year	2 years

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

* Model type dependant

** When correctly stored as per manufactures recommendations.

Crowcon Technical Note

Flue Gas Analysers

Telegan	Warranty Period
Sprint eVo	2 years
Sprint Pro	5 years

* Note.

Product warranty defined above does not include the sensors; these are subject to individual warranty periods as defined below.

Sprint eVo became obsolete in September 2018 and spares supply will be maintained until 2023 providing parts and spares remain available from suppliers.

Sprint-Pro Flue Gas Analysers Replacement Sensors		Warranty Period
Carbon Monoxide		5 years
Oxygen		5 years

Sensor shelf life

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

** When correctly stored as per manufactures recommendations.

Crowcon Technical Note

Gas Products shelf life

Test Gas	Shelf Life in months **	
	12 Litres	34/60/112 Litres
Ammonia (NH ₃)	6	12
Carbon Dioxide (CO ₂)	12+	12+
Carbon Monoxide (CO)	12+	12+
Chlorine (Cl ₂)	12	12
Ethylene Oxide (ETO / C ₂ H ₄ O)	6	6
Hydrogen (H ₂)	12+	12+
Hydrogen Chloride (HCl)	12	12
Hydrogen Cyanide (HCN)	12	12
Hydrogen Sulphide (H ₂ S)	12	12
Isobutylene (IC ₄ H ₈)	12+	12+
Methane (CH ₄)	12+	12+
Methyl Mercaptan (CH ₄ S)	6	6
Nitric Oxide (NO)	12	12
Nitrogen (N ₂)	12+	12+
Nitrogen Dioxide (NO ₂)	6	6
Oxygen (O ₂)	12+	12+
Pentane (C ₅ H ₁₂)	12+	12+
Phosphine (PH ₃)	12	12
Propane (C ₃ H ₈)	12	12
Sulphur Dioxide (SO ₂)	6	12
Sulphur hexafluoride (SF ₆)	12+	12+
Pentafluoroethane (R125)	6	6
Quint H ₂ S/CO/FLAM/CO ₂ /O ₂	12	12
Quad H ₂ S/CO/FLAM/O ₂	12	12
Tri H ₂ S/CO/CH ₄	12	12
Tri CO/CH ₄ /O ₂	12	12
Dual CH ₄ /O ₂	12	12

Note.

** When correctly stored as per manufactures recommendations.

Remove the regulator when not in use,

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

For more information, please contact +44 (0)1235 557711, technicalsupport@crowcon.com

