

18 October 2017

## Product Advisory: A133

**Part Number:** C01360 & C01360-1  
**Description:** Detective NET  
**Issue:** Communication Issue



An issue has been identified with the Detective NET wireless module where the signal power is reduced and which might affect the wireless communication between Detective+ instruments deployed in a wireless network configuration.

For some units, the reduced power may prevent a connection with other Detective NET modules, while some units will connect but the communication with other modules might not function as expected. This could potentially cause alarms not to be transmitted to the other Detective+ instruments in the network.

***This issue DOES NOT affect the Detective+ and its ability to detect gas.***

Serial Numbers of affected Detective NET modules are within the range:

**DN000392 up to, and including, DN000588.**

If you possess any Detective NET devices within the above affected serial number range, they can be dealt with in one of two ways (not all Detective NET units within this serial number range will have the issue) ...

- 1) Contact Customer Support ([customersupport@crowcon.com](mailto:customersupport@crowcon.com) or Tel: 0044 (0)1235 557711) and provide the serial numbers of the units that you have. We will issue a Customer Returns Number (CRN) under which you can return all of your Detective NET units for testing & repair or replacement.
- 2) Perform the test detailed below in this Advisory Notice, then contact Customer Support ([customersupport@crowcon.com](mailto:customersupport@crowcon.com) or Tel: 0044 (0)1235 557711) with the serial numbers of the units that you have identified as affected. We will issue a Customer Returns Number (CRN) under which you can return the affected Detective NET units for repair or replacement.

If you have any questions regarding this Product Advisory, please contact Customer Support.

## **Detective NET – Communication Test Procedure**

- Take 2 x Detective NET units, turn them on & configure one as the Master and the other as a Slave. The Detective NET units do not need to be connected to Detective+ to perform this test.
- With the units 50cm apart, attempt to connect them as per the normal procedure.
  - **If the connection fails** (indicated by **LED 2 flashing Red**), both units are affected by the issue and must be returned to Crowcon. (Please obtain a Warranty CRN reference before sending units to Crowcon).
  - **If connection is successful**, continue with the following steps...
- Separate the Master and Slave units by 20 metres - keep the Slave unit with you so that you can monitor the LEDs.
  - If one of the units is faulty, **LED 2** will change from a **Single Flash (Green)** to a **Double Flash (Amber)** within a few minutes.  
You will not be able to determine which unit is affected by the issue, other than by the serial number range mentioned above – in this case, please contact Customer Support & provide the serial number(s) for a CRN under which you can return the affected units.
  - If **LED 2** continues with a **Single Flash (Green)** after 5 minutes, both units are operating correctly and do not need to be returned.  
(Please advise Customer Support of these serial numbers so that they can be identified as 'OK').

For further information, please contact our Customer Support team:

Email: [customersupport@crowcon.com](mailto:customersupport@crowcon.com)

Telephone: +44 (0)1235 557711

We wish to thank you for your co-operation.