

Product Advisory: A135

Part Number: CL-X-XX

Description: Clip SGD

Issue: Potential locked screen

The SGD is designed to request a periodic self-test (indicated by 'StS' on the display), every 20 hours (default period).

A potential issue has been identified with the Clip SGD, whereby the SGD will continuously prompt the user to initiate a self-test, i.e. pressing the button will not clear the 'StS' prompt.

The issue can only occur when the self-test prompt is already present before or becomes present during a gas alarm, *and* the user subsequently presses the button whilst the SGD is in alarm. It is therefore recommended that the user performs a self-test to clear the 'StS' prompt before entering an area where there may be gas.

This unlikely sequence of events can lead to the screen alternating between 'StS' and the number of months remaining. The user will then be unable to clear the 'StS' message.

Tests have proven that Clip SGD monitors locked into 'StS' mode as described are still monitoring and *will* go into alarm should they be exposed to the target gas beyond the set alarm points.

This error should not occur if units are self-tested in a fresh air environment prior to use. In the event that the error occurs, the unit will require a firmware upgrade; this can be performed locally by users who have purchased the IR Link or Docking Station. Otherwise the unit will need to be returned to your local service centre for upgrade.

This issue only affects Clip SGD units with a date shown **earlier than the 8th May 2018**.

The earlier model of the Crowcon Clip is not affected.





Clip SGD - affected



Crowcon Clip Not Affected

For further information, please contact our Customer Support team:

Email: customersupport@crowcon.com

Telephone: +44 (0)1235 557711

We wish to thank you for your co-operation.