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**Honeywell**



December 17, 2009

## Important Safety Advisory - Required Action

### Mandatory firmware upgrade for specified GasAlertMicro 5, GasAlertMicro 5 IR, GasAlertMicro 5 PID and X5 pump version gas detectors

*(Instruments operating strictly in diffusion mode are not impacted)*



BW Technologies by Honeywell has identified a potential firmware irregularity for the GasAlertMicro 5, GasAlertMicro 5 IR, GasAlertMicro 5 PID and X5 portable gas detectors equipped with the optional pump module. The instrument firmware may not consistently detect a blocked pump. This potential condition is fully resolvable with a firmware field upgrade. **With immediate effect, all existing users with affected GasAlertMicro 5 Series and X5 Series gas detectors must upgrade the instrument firmware to Rev. 21C, 21I or 35.**

As a result of the upgraded firmware, specifications for operating temperatures and sampling hose lengths have been revised. The Technical Bulletin details the specification updates.

Potentially Affected Detectors	Identifying Impacted Detectors	Actions Required
GasAlertMicro 5 series gas detectors operating with pump modules including:	The detector operates in pump mode. Instrument Serial Number is	Follow <a href="#">link</a> for immediate access to safely upgrade your instrument firmware in

<ul style="list-style-type: none"> <li>· GasAlertMicro 5</li> <li>· GasAlertMicro 5 PID</li> <li>· GasAlertMicro 5 IR</li> <li>· X5</li> </ul> <p><i>Note: all 1, 2, 3, 4 and 5-gas pumped models affected</i></p>	<p>less than:</p> <p>GasAlertMicro 5 SE309-006000</p> <p>GasAlertMicro 5 PID SK309-005000</p> <p>GasAlertMicro 5 IR SS309-004000</p> <p>X5 all serial numbers</p> <p><i>Note: please consider the entire serial number.</i></p>	<p>one of two ways:</p> <p>1) download firmware upgrade and instructions, or</p> <p>2) order a firmware upgrade kit.</p> <p>Read the Technical Bulletin for specification and operating revisions</p>
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BW Technologies by Honeywell aims to swiftly resolve this potential safety issue with a proactive and concise solution. Users should register for their free field upgrade kit using the link provided in the table above or by visiting [www.gasmonitors.com](http://www.gasmonitors.com). For further information or assistance, please contact your BW Regional Sales Manager or BW Customer Service Representative at:

United States: 1-888-749-8878	Middle East: +971 4 8871766
Canada: 1-800-663-4164	Australia: +613 9464 2770
Europe: +44 (0) 1295 700 300	China: +86 10 6786 7305
France: +33 (0) 442 98 17 70	South East Asia: +65 6580 3468
Germany: +49 (0) 2137 17 6522	Other Countries: +1 403 248 9226
Brazil: +55 11 3475 1873	

Sincerely yours,



Sandra Acosta  
Global Quality Assurance Leader

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