

February 4, 2010

## Important Safety Notice - Required Action

### Required action for all pump driven GasAlertMicro 5 Series and X5 Series gas detectors

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



Regions Affected: **Worldwide**

BW Technologies by Honeywell has identified a potential firmware irregularity for GasAlertMicro 5, GasAlertMicro 5 IR, GasAlertMicro 5 PID and X5 portable gas detectors operating with the motorized pump option. The instrument firmware may not consistently detect a pump that is non-functional or has seized during the start-up sequence.

**Effective immediately, all users of GasAlertMicro 5 Series and X5 Series detectors with pumps must discontinue use in pump mode until a firmware upgrade is available.** We recommend using the GasAlertMicro 5 Series or X5 Series instruments in diffusion mode with external motorized sampling pumps or manual aspirator kits until a remedy is implemented.

This is being resolved with the highest level of importance. The resolution will be released in February and updated information will be posted as it is available on [www.gasmonitors.com](http://www.gasmonitors.com) at this [link](#). Routinely return to that location for the latest information.

Users should register for their free field upgrade kit using this [link](#) 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  
Canada: 1-800-663-4164  
Europe: +44 (0) 1295 700 300  
France: +33 (0) 442 98 17 70  
Germany: +49 (0) 2137 17 6522  
Brazil: +55 11 3475 1873

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A handwritten signature in black ink, appearing to read 'Shane M'Ewen'.

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