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Honeywell BW MicroClip XL & X3 Upgrade & Trade-In Offer

Using the MicroClip XL or X3? You may need to send it in for some attention...



So what might require attention?

Isolated field reports have come through about the XL and X3 multi-gas instruments overheating following a drop from height. None of these isolated incidents resulted in personal injury or damage, but for the safety of all Honeywell customer's production was stopped and extensive testing conducted immediately.

Extensive quality and drop testing on units confirmed that the instruments continue to meet all certification standards and remain safe to use in the field under normal conditions.



What do I do now?

Based on Honeywell's testing, the chance of a battery overheating in one of these devices is extremely remote. However, we remind users to follow industry standard best practices relating to using portable, battery-operated products:

- Before use, securely fasten the detector with the detector's alligator clip or approved carrying accessory to avoid dropping the device
- Do not attempt to dis-assemble or replace the battery yourself
- Follow all of the charging protocols outlined in the operating instructions

Furthermore, if a unit is dropped, damaged or otherwise compromised remove it from service immediately and send in for a standard service and calibration.

Steps to resolve the concern:

Customers with units that were purchased before 2017 from GasTech Australia who send them in for routine service and calibration will have the upgrade conducted free of charge during the service and calibration. If customers wish to do so they can send the unit in prior to their standard service and calibration and we will conduct the upgrade at no charge.

Customers will also be given the opportunity to trade up to a new BW GasAlert Clip X3 for a cost of \$400AUD. This trade in will be available as long as units manufactured on or before October 5, 2016 are in circulation. To access the trade in, simply notify us in writing upon sending your instrument in.

Thank you.

GasTech Australia Quality Assurance