

## MCXL/X3 Upgrade Program Procedures

Regions Affected: **Global**

Date: **December 13, 2016**

Product Impacted: **The following products manufactured on or before October 5, 2016**

Product	Model Number
GasAlertMicroClip XL Detectors	Prefix: MCXL-
GasAlertMicroClip X3 Detectors	Prefix: MCX3-
GasAlertMicroClip XL PCB Replacements	MCXL-PCB1 (green PCB)
GasAlertMicroClip X3 PCB Replacements	MCX3-PCB1 (blue PCB)

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## Sections

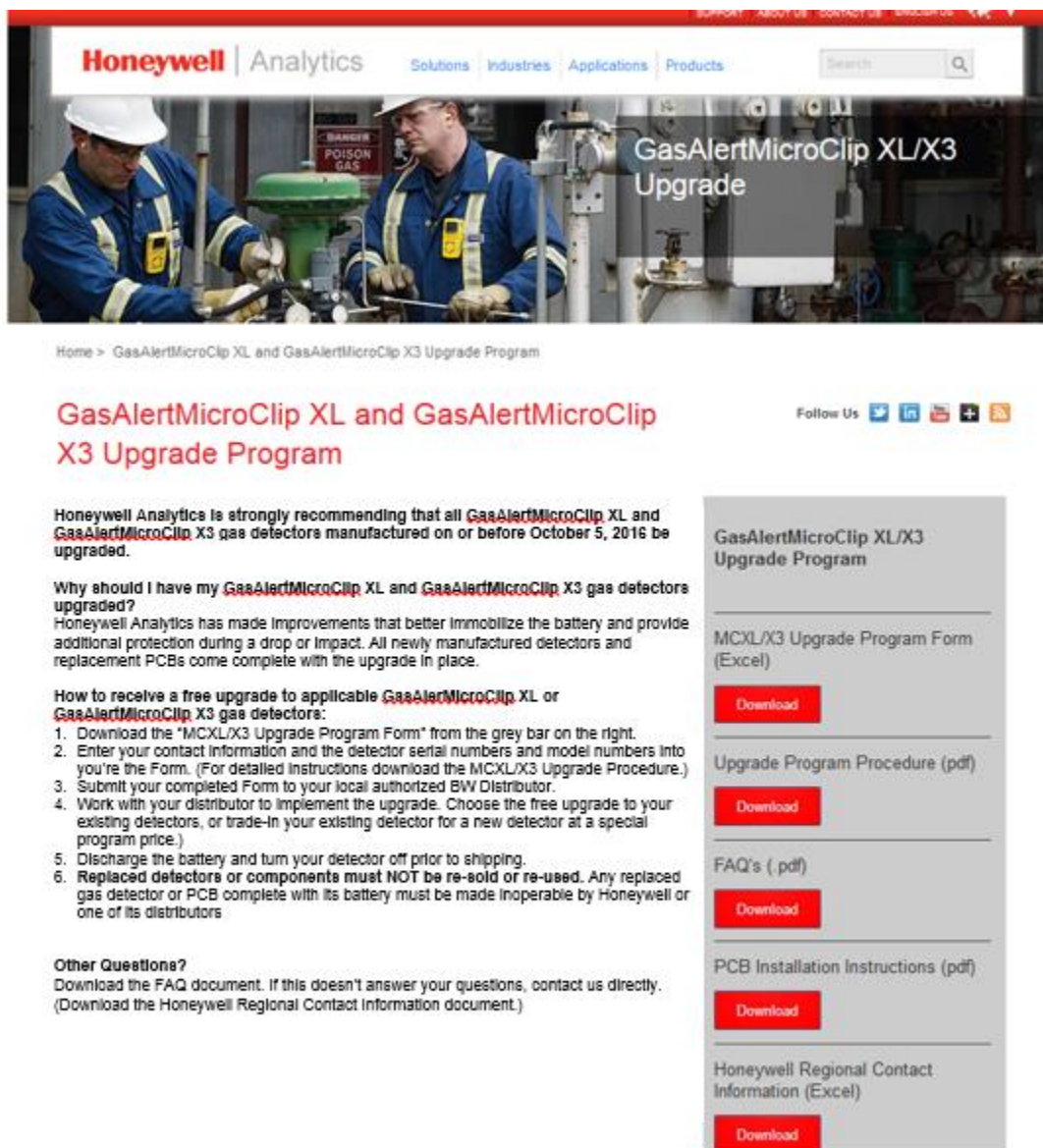
- 1. General Information**  
Where to Find Supporting Documents for the MCXL/X3 Upgrade Program
- 2. End-User Customer Action**  
Complete and Submit the Form for MCXL/X3 Upgrade Program
- 3. Distributor Action**  
Processing a Customer Upgrade and Recording Evidence
- 4. Distributor Action**  
Submitting MCXL/X3 Upgrade Program Forms to Honeywell
- 5. Distributor Action**  
Disposal or Return of Replaced Product to Honeywell

# 1

## General Information

### Where to Find Supporting Documents for the MCXL/X3 Upgrade Program

Information, forms and documents related to the MCXL/X3 Upgrade Program can be found at the information page for the MCXL/X3 Upgrade Program. [www.honeywellanalytics.com/en/gasalertmicroclip-xl-and-x3-upgrade](http://www.honeywellanalytics.com/en/gasalertmicroclip-xl-and-x3-upgrade)



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GasAlertMicroClip XL/X3 Upgrade

Home > GasAlertMicroClip XL and GasAlertMicroClip X3 Upgrade Program

**GasAlertMicroClip XL and GasAlertMicroClip X3 Upgrade Program**

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Honeywell Analytics is strongly recommending that all GasAlertMicroClip XL and GasAlertMicroClip X3 gas detectors manufactured on or before October 5, 2016 be upgraded.

**Why should I have my GasAlertMicroClip XL and GasAlertMicroClip X3 gas detectors upgraded?**  
Honeywell Analytics has made improvements that better immobilize the battery and provide additional protection during a drop or impact. All newly manufactured detectors and replacement PCBs come complete with the upgrade in place.

**How to receive a free upgrade to applicable GasAlertMicroClip XL or GasAlertMicroClip X3 gas detectors:**

1. Download the "MCXL/X3 Upgrade Program Form" from the grey bar on the right.
2. Enter your contact information and the detector serial numbers and model numbers into you're the Form. (For detailed instructions download the MCXL/X3 Upgrade Procedure.)
3. Submit your completed Form to your local authorized BW Distributor.
4. Work with your distributor to implement the upgrade. Choose the free upgrade to your existing detectors, or trade-in your existing detector for a new detector at a special program price.)
5. Discharge the battery and turn your detector off prior to shipping.
6. Replaced detectors or components must NOT be re-sold or re-used. Any replaced gas detector or PCB complete with its battery must be made inoperable by Honeywell or one of its distributors

**Other Questions?**  
Download the FAQ document. If this doesn't answer your questions, contact us directly. (Download the Honeywell Regional Contact Information document.)

**GasAlertMicroClip XL/X3 Upgrade Program**

MCXL/X3 Upgrade Program Form (Excel)

Download

Upgrade Program Procedure (pdf)

Download

FAQ's (pdf)

Download

PCB Installation Instructions (pdf)

Download

Honeywell Regional Contact Information (Excel)

Download

## 2

### End-User Customer Action

#### Complete and Submit Form for MCXL/X3 Upgrade Program

1. The first step is for an end-user to confirm the product name on the gas detector's front bubble label is one of the applicable products.



GasAlertMicroClip XL (silver label) or GasAlertMicroClip X3 (gold label)

Only GasAlertMicroClip XL and GasAlertMicroClip X3 detectors manufactured on or before October 5, 2016 benefit from an upgrade. All detectors shipped from Honeywell afterwards already come equipped with the upgrade.

2. Next locate the detector **model number** and **serial number**.

This is located on the certification label on the back for the detector.

Note: if the serial number is illegible, you can still retrieve the serial number from the detector. Connect an IR Link to the detector and a computer running the latest version of BW Fleet Manager II software. Alternatively, contact the Honeywell Analytics service and technical support team to help you walk through the process of retrieving the serial number.



The PCB serial number can be found on the back side of the PCB board at the top right of the battery.

Model Number

Serial Number



PCB  
Serial Number



3. Next the end-user fills out the **Customer Info** section of MCXL/X3 Upgrade Program Form (as shown below).

- Get the MCXL/X3 Upgrade Program Form from [\[link\]](#)
- Fill in:
  - i. Customer Name (end-user company name)
  - ii. Contact Name (best contact regarding the upgrade)
  - iii. Phone (best number to contact about the upgrade)
  - iv. Email (best contact regarding the upgrade)
  - v. City
  - vi. State/Province
  - vii. Country

27	Taiwan	<a href="mailto:BWA.RMA@Honeywell.com">BWA.RMA@Honeywell.com</a>	+886-3-5169284
28	USA	<a href="mailto:BWA.RMA@Honeywell.com">BWA.RMA@Honeywell.com</a>	+1-888-749-8878
29			
30	<b>Customer Info</b>		<b>Authorized Distributor Info</b>
31	Customer Name	John's Construction	Distributor Name
32	Contact Name	John Smith	Distributor ID
33	Phone	555-555-5555	Contact Name
34	Email	<a href="mailto:John@Johnconstruction.com">John@Johnconstruction.com</a>	Phone
35	City	Faketown	Email
36	State	TX	
37	Country	USA	
38			
39	Serial Number of Unit	Model Number	Solution
40	KA416-1000001	MCXL-XWHM-Y-NA	Free of Charge Upgrade
			PO Number
			PO 12345
			Ser
			123

- Next the end-user needs to enter the **Serial Numbers** and **Model Numbers** of their units in the MCXL/X3 Upgrade Program Form (as shown below). An unlimited list of units can be entered.

37	Country	USA			
38					
39	Serial Number of Unit	Model Number	Solution	PO Number	Serial Number of Replacement PCB
40	KA416-1000001	MCXL-XWHM-Y-NA	Free of Charge Upgrade	PO 12345	1234567890
41	KA416-1000002	MCX3-XWHM-Y-NA	Trade Up to BWVC4	PO 12345	N/A
42	1000000001	MCXL-MPCB1	Free of Charge Upgrade	PO 12345	N/A
43					

Detector Serial Numbers should start with the prefix "KA4" followed by the year manufactured code and a 7 digit serialized code.

**Example: KA416-1021152**

Replacement PCB Serial Numbers should have a 10 digit serialized code.

**Example 5163900045**

Detector Model Numbers should start with either the prefix "MCXL-" or "MCXL-" followed by the sensor configuration - color and - region code.

**Example: MCXL-XWHM-Y-NA**

**Example: MCX3-XWHM-Y-NA**

Replacement PCB Model should be one of the following and includes the pre-installed battery.

**MCXL-MPCB1 – Green PCB board**

**MCX3-MPCB1 – Blue PCB board**

#### 4. **Submit Form to Distributor**

Once the above steps are complete, the end-user customer should send their MCXL/X3 Upgrade Program Form to a local authorized BW Distributor Service Center trained and equipped to implement this free of charge upgrade. Contact Honeywell Analytics if you need to know your local distributor. Your regional contact is list on the MCXL/X3 Upgrade Program Form.

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## 3

### Distributor Action

#### Processing a Customer Upgrade and Documenting

##### 1. **Eligible Distributors**

Only authorized BW Distributors are equipped to implement this MCXL/X3 Upgrade Program.

- Replacing a PCB on a GasAlertMicroClip XL or GasAlertMicroClip X3 unit is a straightforward and safe process for the user completing the work. However, since it involves a lithium polymer battery, industry standard safe battery handling practices should be followed. Please inspect the battery before servicing to ensure there is no significant damage or punctures. Please use caution during work to avoid damaging the battery.
- Only those fully trained and authorized by BW to change gas detector PCBs are eligible to complete the PCB upgrade using the explicit PCB Replacement Instructions provided on the MCXL/X3 Upgrade Program information page [\[link\]](#).

##### 2. **Form Review**

Distributor receives a MCXL/X3 Upgrade Program Form from an end-user customer. Distributor checks that the serial numbers, model numbers and contact information have been completed in full by the end-user.

- If end-user has not filled in the Form, the distributor is to work with end-user to fill in the Form from the beginning

##### 3. **Form Update**

The distributor then fills out the **Authorized Distributor Info** section of the Form (shown below) including:

- Distributor Name (company name)
- Distributor ID (this is the “Customer ID” used by Honeywell Analytics; if you don’t know your ID contact Honeywell Analytics)
- Contact Name (distributor contact that is processing the Upgrade Program for the end-user)
- Phone (distributor contact that is processing the Upgrade Program for the end-user)
- Email (distributor contact that is processing the Upgrade Program)

27	Taiwan	<a href="mailto:BWA.RMA@Honeywell.com">BWA.RMA@Honeywell.com</a>	+886-3-5169284
28	USA	<a href="mailto:BWA.RMA@Honeywell.com">BWA.RMA@Honeywell.com</a>	+1-888-749-8878
29			
30	<b>Customer Info</b>		<b>Authorized Distributor Info</b>
31	Customer Name	John's Construction	Distributor Name
32	Contact Name	John Smith	Distributor ID
33	Phone	555-555-5555	Contact Name
34	Email	<a href="mailto:John@Johnconstruction.com">John@Johnconstruction.com</a>	Phone
35	City	Faketown	Email
36	State	TX	
37	Country	USA	
38			
39	Serial Number of Unit	Model Number	Solution
40	KA416-1000001	MCXL-XWHM-Y-NA	Free of Charge Upgrade
			PO Number
			PO 12345
			Ser
			123

#### 4. Upgrade Option

Next the distributor selects in the appropriate dropdown in the **Solution** column of the MCXL/X3 Upgrade Program Form (as shown below). This should reflect the MCXL/X3 Upgrade Program option the end-user customer has chosen for each serial number listed. Options include:

- Free of Charge Upgrade (distributor will replace the detector's PCB and will be compensated by Honeywell)
- Trade-in to X3 (distributor will replace their applicable old GasAlertMicroClip XL or GasAlertMicroClip X3 detector with an upgraded equivalent GasAlertMicroClip X3 detector at a special price.
- Trade-in to BWC4 (may not be available in all regions. Check with Honeywell Analytics to determine the regional availability of the BW Clip4)

Country	PO(s)					
39						
40	Serial Number of Affected Unit	Serial Number of Affected PCB	Model Number	Solution	PO Number	Serial Number of New PCB
41	KA416-1000001	1000000010	MCXL-XWHM-Y-NA	Free of Charge Upgrade	PO 12345	1234567890
42	KA416-1000002	N/A	MCXL-XWHM-Y-NA	Trade Up to BWC4	PO 12345	N/A
43	N/A	1000000001	MCXL-MPCB1	Free of Charge Upgrade	PO 12345	N/A
44						

The serial number of the affected PCB needs to be captured as well if a free of charge upgrade is selected as a resolution.

#### 6. Distributor PO

The distributor enters a PO Number for each serial number listed (as show above).

#### 7. Upgrade Implementation

If processing a free of charge upgrade replacement for the customer, the distributor must follow the steps found in the PCB Replacement Instruction found on the MCXL/X3 Upgrade Program information page [\[link\]](#) Includes:

- PCB replacement steps
- Step to mark the rear shell of upgraded instrument
- Careful reprogramming steps for the new PCB serial number
- Step to calibrate and bump test the upgraded instrument before returning to service
- Record keeping instructions for MCXL/X3 Upgrade Program Form submission
- Steps to make replaced PCB's inoperable and to prepare evidence image in submissions to Honeywell record keeping

#### 8. Submit to Honeywell

Distributor will submit the applicable PO(s), completed MCXL/X3 Upgrade Program Form, and evidence images. See next section to clarify when and how to submit the MCXL/X3 Upgrade Program Form to Honeywell.

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## 4

### Distributor Action

#### Submitting MCXL/X3 Upgrade Program Forms to Honeywell

1. **If a detector upgrade is completed using existing distributor stock of new PCBs** (manufactured after October 5, 2016):
  - a. Submit the MCXL/X3 Upgrade Program Form to Honeywell Analytics once the upgrade is complete.
2. **If a detector upgrade will be completed after receiving the replacement PCB from Honeywell:**
  - a. Update and re-submit the Form to Honeywell once the detector upgrade is complete.
3. **Important compensation note:** Distributor compensation will be streamlined if the detector serial number, model number and old and new PCB serial number fields are properly filled in along with photo evidence of any old PCBs being made inoperable. Any questions can be handled by the Regional Program Coordinators.
4. **Submitting Form to Honeywell for compensation:** Once the Form is complete, submit a copy of the Form, along with a purchase order (PO) and photos to the appropriate regional e-mail address on the Form.

#### Important steps:

- a) **Email Format**

Ensure you are emailing your submission to the Honeywell email address for your region as listed on the MCXL/X3 Upgrade Program Form. **Email subject line must contain “MCUPG17”.**
- b) **Attach POs**

The PO(s) submitted must contain all items related to what was filled out on the MCXL/X3 Upgrade Program Form submitted.
- c) **Attach Form**

The MCXL/X3 Upgrade Program Form submitted to Honeywell should be in Excel format (editable).
- d) **Attach Photos**

Submit photo evidence of inoperability of all old PCBs replaced or traded-in detectors as explained in the PCB Replacement document.

  - Filename conventions should be “MCXL-X3DIS – “Serial Number”  
Example: **MCXL-X3DIS – 1021354812**
- e) **Questions**

For questions contact the Honeywell email or phone number listed on the Form for your region.



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## 5

### Distributor Action

#### Disposal of or Return of Replaced Product to Honeywell

1. The distributor must recycle and dispose of old PCB's, batteries and traded-in detectors in accordance with their local laws and regulations, or ship back to a Honeywell Analytics service center.
  - **Replaced product must not be re-sold or re-used.**
  - Detectors should have the battery fully discharged before shipping so the detector cannot be inadvertently turned on during transport.
  - Distributor should capture serial numbers of all affected units and/or PCBs.
  - Replaced detectors should be taken apart and the batteries cut from the PCBs to ensure usage is no longer possible. See the [PCB Replacement Instructions](#) document [\[link\]](#).
  - A picture of the PCB and/or units (with legible serial number labels) showing the batteries have been cut must be submitted to Honeywell as evidence. See the [PCB Replacement Instructions](#) document [\[link\]](#).
  - An email with the serial numbers and pictures can be sent to the regional returns e-mail address with the subject line "MCUPG17 – Disposal".
  - Any replaced gas detector or PCB complete with its battery must be made inoperable by Honeywell or one its distributors, with photographic evidence and the serial number, and then recycled and properly disposed.
  - Intact and undamaged detectors can be shipped using normal shipping methods including air or ground in compliance with local lithium ion battery transportation regulations. Batteries should be discharged before shipping to avoid any possibility of turning on during transport. Returned products should follow the normal return shipping process (RMA – Return Materials Authorization).

END