

## Honeywell End-User FAQ: MCXL/X3 Upgrade Program

Product Impacted: **GasAlertMicroClip XL and GasAlertMicroClip X3 Detectors and PCB Replacements manufactured on or before October 5, 2016.**

Regions Affected: **Global**

Date: **December 14, 2016**

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### What's the issue with the GasAlertMicroClip XL and X3 products?

Honeywell has received isolated reports about battery cells in these products overheating after the units had been dropped. None of these isolated incidents resulted in personal injury or property damage, but our customers' safety and their confidence in our products are our top priorities, so we immediately began investigating the cause and undertook extensive testing in partnership with our supplier to learn more.

### Are these devices still safe to use?

Yes. Our testing confirmed that GasAlertMicroClip XL and GasAlertMicroClip X3 detectors continued to be safe to use in the field under normal use as outlined in the product manual. The regulatory agencies have confirmed, that based on our extensive testing, the units continue to comply with the standards.

### How likely is this overheating to occur?

Based on our testing, the chances of this occurring are extremely remote.

### What is Honeywell doing about this?

We have developed a product upgrade to address the remote chance of battery overheating. Customers can receive a free of charge upgrade to their existing detectors manufactured on or before October 5, 2016 through their local authorized BW Distributor Service Center at their earliest convenience. Customers also have the option to trade-in any of their potentially impacted detectors for an equivalent new GasAlertMicroClip X3 detector at a special program price. All new detectors and replacement PCBs manufactured *after* October 5, 2016 come equipped with the upgrade. All older replacement PCBs that you may currently have in stock need to be made inoperable, tracked and then removed for recycling and disposal. See the upgrade information page for procedures and instructions ([link](#)). In the meantime, any GasAlertMicroClip XL and GasAlertMicroClip X3 gas detector continues to meet all certification standards and remains safe to use in the field under normal use.

## What was done to address the extremely remote chance of a battery overheating after a drop?

Honeywell Analytics has made improvements to the detector's mechanical design that better immobilize the battery and provide additional protection during a drop or impact. The new replacement PCB together with an improved battery are included this upgrade. The upgrade mitigates the extremely remote chance of battery overheating from a drop or impact

## Are there any additional steps users should take with these devices?

The products are safe for continued use, but customers should be sure to follow our established precautionary steps outlined in the products' operating instructions:

- 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.

Until your upgrade is implemented we remind you, out of an abundance of caution, for any GasAlertMicroClip XL or GasAlertMicroClip X3 detector manufactured *on or before* October 5, 2016 customers should remove the detector from service if it has been dropped, damaged or otherwise compromised

## How does this MCXL/X3 Upgrade Program work?

Upgrade program details, forms and instructions are provided on the MCXL/X3 Upgrade Program information page located at [www.honeywellanalytics.com/en/gasalermicroclip-xl-and-x3-upgrade](http://www.honeywellanalytics.com/en/gasalermicroclip-xl-and-x3-upgrade)

As an overview: end-user customers with impacted GasAlertMicroClip XL and/or GasAlertMicroClip X3 detectors or replacement PCBs, download a form, fill in their model/serial numbers and their contact information. For a free upgrade to an existing detector, end-users then submit their MCXL/X3 Upgrade Form to an authorized BW Distributor Service Center. Alternatively an end-user can contact any authorized BW Distributor to trade-in their detector for an equivalent GasAlertMicroClip X3 detector at the special program price. Once an old PCB/battery/detector has been upgraded it must be made inoperable by Honeywell or one its distributors, tracked and then properly recycled and disposed. Regardless of whether the end-user chooses to replace the PCB or trade-in for a new detector Honeywell will provide its limited warranty on the replaced PCB/battery and the limited warranty on a new detector received from an upgrade trade-in.

## What are my options for upgrading?

There are two options available to customers for the MCXL/X3 Upgrade Program.

- 1) A free of charge upgrade on existing units that includes a new PCB with battery pre-installed or
- 2) A trade-in program allowing the customer to trade-in their existing detector for an upgraded equivalent GasAlertMicroClip X3 at a special price.

Currency	USD	CAD	EURO	GBP	AUD
End-User Free Upgrade	\$0	\$0	€ 0	£0	\$0
End-User Trade-In Price	\$300	\$400	€ 300	£240	\$400

### **What if the serial number has rubbed off the detector label and I can no longer see it?**

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.

### **What if I need to do additional service work on the unit being upgraded?**

Any additional service work needed on a GasAlertMicroClip XL or GasAlertMicroClip X3 unit will be done using the normal warranty/service process and are subject to the normal service charges that accompany the extra work needed.

### **Do I need to ship back my replaced units?**

Yes it is important that all old PCBs, batteries and traded-in units be shipped back to a BW Distributor or Honeywell Analytics service center to be properly recycled and disposed. **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 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 fully discharged before shipping to avoid any possibility of turning on during transport. Product returned to Honeywell should follow the normal return shipping process (RMA – Return Materials Authorization).

**END**