

## Safety Notice – Stop Use

### Ultima® XIR Gas Monitors

October 17, 2017

**MSA Corporate Center**  
1000 Cranberry Woods Drive  
Cranberry Township, PA 16066  
800.MSA.2222  
www.MSAafety.com

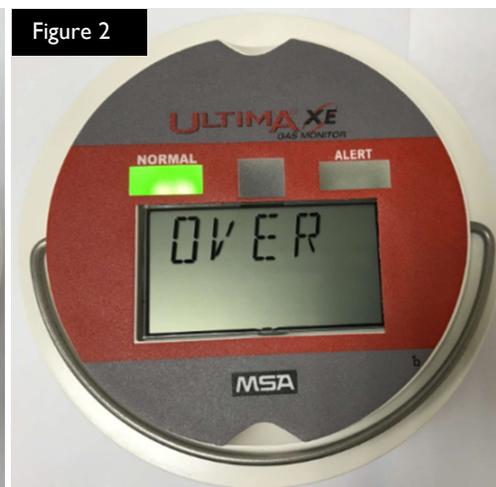
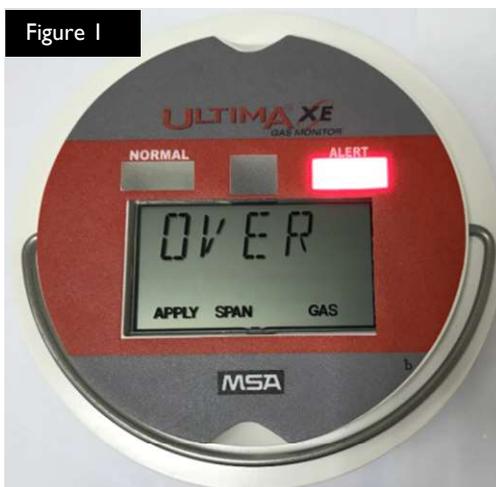
#### Dear MSA Gas Monitor Customer,

The safety of your personnel and facilities is our top priority. As such, we would like to make you aware of a potential safety issue regarding Ultima® XIR Gas Monitors. A new edition of calibration software was used in factory calibration of these monitors from September 19, 2017 to October 9, 2017. This software edition unintentionally overwrote the sensor software entry for full scale lower explosive limit (LEL) % setting. This resulted in a full scale setting of:

- 9% LEL for monitors calibrated from September 19 to September 30
- 10% LEL for monitors calibrated from October 1 to October 9

The impacts of these settings are as follows:

- 1) Upon an attempt to calibrate the monitor, the monitor will display “OVER” when the SPAN gas is applied denoting an over range condition; however, the unit will permit a successful calibration without indicating a fault condition. See Figure 1.
- 2) Upon exposure to combustible gas at or above 9% LEL for September calibrations and 10% LEL for October calibrations, the monitor will:
  - a. display “OVER” for an over range condition. See Figure 2.
  - AND
  - b. output a 20mA signal.
- 3) Upon exposure to combustible gas at or above 9% LEL for September calibrations and 10% LEL for October calibrations, the monitor will not trip the alarm relays that are included on models with the relay option.





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Note that, if the monitors are calibrated at initial installation per the Instruction Manuals, the condition will be discovered in advance of monitor use due to impact one above.

Corrections to the factory calibration software have been made to eliminate the issue for all product calibrated after October 9, 2017. Additionally, a process has been developed to correct the software entry on affected product.

### **Identifying Affected Monitors:**

Only monitors calibrated in the factory between September 19, 2017 and October 9, 2017 are affected. To check an Ultima® XIR Gas Monitor, apply a gas concentration between 15% LEL and 60% LEL. If the monitor displays "OVER" as shown in Figure 2, it is affected.

### **Returning Monitors:**

We recognize that this is an inconvenience and in an effort to minimize any disruption, we pledge to make this return process as expeditious as possible.

If you are in possession of affected monitors per the criteria above, remove them from service.

Complete the enclosed Monitor Return Form and email it to the Issue Resolution Group (IRG@MSAsafety.com). We will then send you shipping instructions and a shipping label to use when returning your affected monitors to MSA. It is important to return both the sensor and the monitor display.

Upon receipt, MSA will correct the software entry for full scale LEL% setting, calibrate the monitor and return it to you.

This shipping and software correction is free of charge.

### **MSA Contact Information:**

If you have any questions regarding this *Safety Notice*, please contact the Issue Resolution Group as follows:

- 1-866-672-6977 between the hours of 8:00 and 4:30 US Eastern Standard Time (UTC -5) or via e-mail at [IRG@MSAsafety.com](mailto:IRG@MSAsafety.com).



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We apologize for any inconvenience that this situation may cause; however, your safety and continued satisfaction with our products is most important to us.

Best regards,

A handwritten signature in blue ink that reads "Nathan Andrulonis". The signature is written in a cursive style.

Nathan Andrulonis  
Manager of Product Safety

Enclosure  
PS17025-04



### Ultima® X IR Gas Monitors

### Monitor Return Form

**MSA Corporate Center**  
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Please complete this form and email it to the MSA Issue Resolution Group at [IRG@MSAsafety.com](mailto:IRG@MSAsafety.com).

Name: \_\_\_\_\_

Shipping Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Please indicate the following:	Sales Order Number	Quantity of Ultima XIR
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
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MSA Use Only - Order Code: UR1  
PS17025-04