

## PRODUCT NOTICE

### SAFETY ADVISORY ACTION REQUIRED

DATE: June 6, 2017  
TO: Customers Using ToxiRAE Pro; QRAE 3; MultiRAE Series; AreaRAE Plus/Pro;  
MeshGuard EC products from Honeywell  
SUBJECT: Product quality issue

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You are receiving this communication because according to our records you have purchased one or more of the monitors listed above. We have issued a safety advisory for these monitors and are notifying all purchasers of the issue and of the proper steps to take to avoid a problem.

We have learned that fresh-air calibration of an oxygen (O<sub>2</sub>) sensor that has failed in the above mentioned monitors could result in a false reading, caused by a firmware anomaly. This means the monitors could fail to indicate the actual level of O<sub>2</sub> and fail to sound the alarm if the levels are outside the acceptable range.

The unit can be operated safely by taking the following precautionary measures:

- **Perform a bump test on a portable monitor before use every day.** For the Meshguard EC the monitor should be bump tested or calibrated regularly and after an O<sub>2</sub> alarm.
- **Do not ONLY rely on fresh air calibration.** Every time the monitor is turned on blow for few seconds on the sensor inlet and confirm that O<sub>2</sub> readings drop and generate a low alarm.
- **Calibrate the monitor (fresh air and span) immediately if the O<sub>2</sub> sensor fails the bump test or does not respond as expected.** If calibration fails, the sensor should be replaced.

Honeywell will provide a firmware upgrade to address this issue in the near term, and will notify you of more details shortly. We will notify you when it is available and provide instructions on where it can be downloaded.

Honeywell representatives are available to help. Please contact Honeywell Industrial Safety Customer Service (details below) if you have any questions or require technical assistance.

Best regards



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