

PRODUCT NOTICE

Order Entry and Production Hold – Lifted Product Upgrade Program – Action Recommended

DATE: December 14, 2016
TO: All Customers Using GasAlertMicroClip XL and GasAlertMicroClip X3 Detectors
SUBJECT: Product Quality Issue Investigation and Resolution

We are pleased to announce the order entry and production hold is lifted and all new GasAlertMicroClip XL and GasAlertMicroClip X3 detectors will come complete with an upgrade. Further, we are offering an upgrade program for existing GasAlertMicroClip XL and GasAlertMicroClip X3 detectors manufactured prior to October 5, 2016.

Your safety and your satisfaction with the integrity of our products are our top priorities. To that end, while our GasAlertMicroClip XL and GasAlertMicroClip X3 detectors continue to meet all certification standards and are safe to use in the field under normal use, we are offering you an opportunity to participate in our upgrade program to maximize the integrity of your existing field detectors. We strongly recommend that all customers with GasAlertMicroClip XL and GasAlertMicroClip X3 gas detectors manufactured on or before October 5, 2016 participate in our “MCXL/X3 Upgrade Program”.

We ask that you contact an authorized BW Distributor at your earliest convenience to outline the benefits of the upgrade program and to schedule your free upgrade.

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

Please read below to learn more about the investigation and the resulting upgrade program.

Investigation Summary and Results

The hold was put in place due to isolated field reports we received about battery cells in GasAlertMicroClip XL and GasAlertMicroClip X3 gas detectors overheating after the units had been dropped. None of these isolated incidents resulted in personal injury or property damage, but our customers' safety and the requirement that they have confidence in our products are our top priorities, so we immediately investigated each report and undertook extensive testing in partnership with our battery supplier to learn more.

As a result of this extensive quality and drop testing, Honeywell confirmed that GasAlertMicroClip XL and GasAlertMicroClip X3 detectors continue to meet all certification standards and remain safe to use in the field under normal use.

Based on our testing, the chance of a battery overheating in one of these devices is extremely remote. However, we remind users 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.

Upgrade Program Details

What is Being Upgraded?

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 in this upgrade. The upgrade mitigates the extremely remote chance of battery overheating from a drop or impact.

What is the MCXL/X3 Upgrade Program?

Customers can choose to upgrade their existing detectors for free, or trade them in for new and upgraded detectors at a special program price.

An upgrade to an existing detector comes with a new limited warranty on the new PCB and battery: the standard two years for XL models and three years for X3. Alternatively, customers may choose to trade-in any model of these detectors for any equivalent new GasAlertMicroClip X3 detector at the special program price of 300 USD / 400 CAD / 300 EURO / 240 GBP / 400 AUD. The new X3 detector would come complete with its standard limited three year warranty.

When Should I Upgrade?

We strongly recommend that all applicable detectors be upgraded at your earliest convenience.

How to Receive Your Upgrade

Follow the instructions outlined on the MCXL/X3 Upgrade Program Form and Procedure documents. Then contact an authorized BW Distributor Service Center to schedule your free upgrade or any authorized BW Distributor to discuss trade-in options. Download information here:

www.honeywellanalytics.com/en/gasalertmicroclip-xl-and-x3-upgrade

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, with photographic evidence showing the serial number, 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. Any returns to Honeywell should follow the normal return shipping process (RMA – Return Materials Authorization).

Further Information and Inquiries

Ensuring that our customers are satisfied with this resolution remains our top priority.

Please go to [the information page](#) for the “MCXL/X3 Upgrade Program” full details, including:

- The MCXL/X3 Upgrade Form to process requests
- The MCXL/X3 Upgrade Program Procedure to follow
- FAQs

We value you as a customer and apologize for the inconvenience this causes. Please contact your local BW Distributor or Honeywell Analytics with any questions you may have.

Sincerely,



Ken Schmidt

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