



Product Alert

November 16th, 2017

Type of Notification: Product Safety Notification

FM Approvals has been notified by MSA North America of a potential safety concern involving FM Approved Ultima XIR Gas Monitors.

Company Identity: Mine Safety Appliances Company dba MSA – The Safety Company
Address: 1000 Cranberry Woods Drive, Cranberry Township,
Pennsylvania 16066, USA

Contact information: Issue Resolution Group: 866-672-6977
IRG@MSAsafety.com

Product Identity: Ultima XIR Gas Monitors calibrated between September 19, 2017 and October 9, 2017.

Models: Ultima XIR Gas Monitors (See attached Safety Notice).

FM Approval Status: FM Approved.

Hazard Involved: A new edition of calibration software was used in factory calibration of the Ultima XIR Gas Monitors from September 19, 2017 to October 9, 2017. This software edition unintentionally overwrote the sensor software entry for the full scale lower explosive limit (LEL) percentage (%) setting. This resulted in a full scale setting of:

9% LEL for monitors calibrated from September 19, 2017 to September 30, 2017

10% LEL for monitors calibrated from October 1, 2017 to October 9, 2017

It is advised in the attached Safety Notice that if you have one of the Ultima XIR Gas Monitors that falls within the identified calibration dates, it must be removed from service immediately and shipped to the Issue Resolution Group for recalibration.

If you suspect you are in possession of any of the affected equipment listed above bearing the FM Approvals certification marking, please bring that to the attention of:

Antonio L. Pires
FM Approvals, Quality Department
Norwood, MA, USA
+1 (1)781 255 4825
Email: Antonio.pires@fmapprovals.com



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.MSAsafety.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@MSAafety.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@MSAafety.com.



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1000 Cranberry Woods Drive
Cranberry Township, PA 16066
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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".

Nathan Andrulonis
Manager of Product Safety

Enclosure
PS17025-04



The Safety Company

Ultima® X IR Gas Monitors
Monitor Return Form

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

Please complete this form and email it to the MSA Issue Resolution Group at IRG@MSAsafety.com.

Name: _____

Shipping Address: _____

Phone: _____ E-Mail: _____

	Sales Order Number	Quantity of Ultima XIR
Please indicate the following:	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____

MSA Use Only - Order Code: UR1
PS17025-04