

21st May 2009

RECALL OF TETRA 3 (T3) & GASMAN UNITS WITH FLAMMABLE SENSOR

We have recently identified an unacceptable failure rate with the Pellistor (flammable gas sensor) used in some of our T3 and Gasman models. This is relevant to a batch of instruments with serial numbers attached.

We have now changed the supplier of this sensor; however the supplier has recommended that we recall the affected sensors.

All other Crowcon instruments along with other T3 and Gasman units with serial numbers not shown in the list, are unaffected by this issue.

If you have an affected instrument please contact customersupport@crowcon.com or telephone +44 (0)1235 557711, alternatively please contact your local Customer Support Department detailed below, quoting reference Pellistorrecall and we will arrange for the Pellistor to be exchanged under warranty.

We wish to apologise most sincerely for the inconvenience this will cause, and urge you to contact our customer support team as swiftly as possible.

Yours faithfully,



Dr. Stefan Kukula
Technical Director

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