

**GasBadge® Plus Recall FAQs**

**Q. Why are all GasBadge Plus version 2.2 and earlier instruments (referred to as *Recalled GasBadge Plus Instruments*), being recalled?**

A. The *Recalled GasBadge Plus Instrument* may fail to properly indicate a low-battery condition resulting in a failure to alarm or instrument shut down. This condition is worsened when the instrument is used in conditions below room temperature.

**Q. How is the failure in the *Recalled GasBadge Plus Instrument* manifested?**

A. The failure may be seen in two ways. In some instances the *Recalled GasBadge Plus Instrument* may detect a low battery condition, stop detecting gas, and provide only a 10-minute visual LED alarm (which may go unnoticed when not worn within the field of vision) prior to displaying "Call ISC". In other instances, the *Recalled GasBadge Plus Instrument* may not properly detect a low battery condition and as a result may not properly activate any alarm (that is, there may be no audible, visual or vibrating signal) when the instrument senses a gas condition greater than the alarm set-points.

**Q. Is there a way to protect myself from these failure conditions as I continue to use the *Recalled GasBadge Plus Instrument* while I wait for my instrument to be replaced?**

A. To ensure that a low battery condition is properly detected on the *Recalled GasBadge Plus Instrument*, the *Recalled GasBadge Plus Instrument* should be bump tested prior to each use with the instrument *at the temperature at which it will be used*. Alternatively, the *Recalled GasBadge Plus Instrument* should be bump tested prior to each use at room temperature and then zeroed with the instrument in fresh air at the temperature at which it will be used. In addition, the *Recalled GasBadge Plus Instrument* should only be worn within the field of vision so that any visual indications from the monitor can be more readily seen.

**Q. Why is it important that I bump test or zero the *Recalled GasBadge Plus Instrument* at the temperature that I am using it?**

A. A battery's voltage and its capacity naturally decrease as temperature decreases. The low battery voltage detection and the instrument's ability to activate all alarms may be inhibited at low temperatures. These conditions should be detected if the bump test is performed at those temperatures.

**Q. What should I do if I cannot bump test or zero my *Recalled GasBadge Plus Instrument* at the temperature at which I use it?**

A. Industrial Scientific strongly recommends that the GasBadge Plus instrument, like any other portable gas monitor, should be bump tested prior to use in order to verify proper function and provide the user with the highest possible level of safety. Likewise, Industrial Scientific strongly recommends that the *Recalled GasBadge Plus Instrument* is bump tested at the temperature of use in order to provide the user with the highest possible level of safety. Industrial Scientific considers this to be the best safety practice under these circumstances. As always, customers may identify their own additional and more feasible steps to protect their workers. In any case, Industrial Scientific is not responsible for setting the safety practices of its customers.

**Q. How do I bump test the *Recalled GasBadge Plus Instrument* outside at the temperature that I am using it?**

A. The bump test can be easily performed outdoors using the appropriate cylinder of gas, a pressure regulator with a flow of 0.5LPM or greater, and a calibration cup. The calibration cup should be placed on the instrument and the flow regulator attached to the cylinder and turned on until you see the sensor reading increase and the instrument alarms activate. This should take no more than 30 seconds. If the alarms do not activate properly, the instrument should not be used.

**Q. What versions of the GasBadge Plus are affected by this recall?**

A. All versions of the GasBadge Plus manufactured prior to February, 2012 are included in the recall. These include GasBadge Plus versions 2.1 and 2.2.

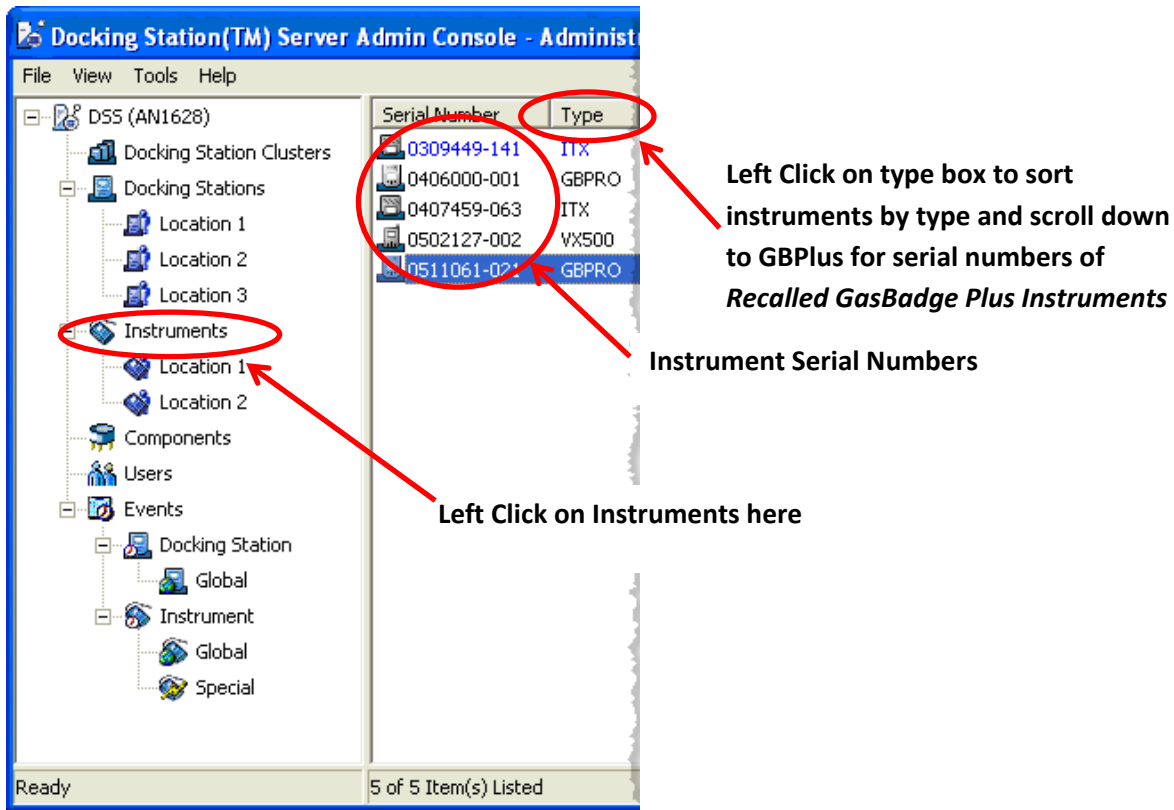
**Q. How do I know if my GasBadge Plus was manufactured prior to February, 2012?**

A. The serial number of the GasBadge Plus instrument identifies the date of manufacture in the first four digits of the serial number as YYMM. A unit produced in January of 2012 would have the first four digits in the serial number as 1201. A unit produced in December of 2011 would have the first four digits of the serial number as 1112.

**Q. Where can I find the serial numbers of my *Recalled GasBadge Plus Instruments*?**

A. The serial number of the GasBadge Plus can be found on a label above the clip on the back of the instrument housing. DS2 Docking Station users can also find a list of GasBadge Plus serial numbers by clicking on the instruments heading on the left side of the DSSAC (Docking Station Server Admin Console) screen. See below.





**Q. What are the part numbers of the *Recalled GasBadge Plus Instruments*?**

A. GasBadge Plus instruments included in the recall are identified by part numbers

- Carbon Monoxide: 18100050-1, 18100050-1xx, or IPLU501
- Hydrogen Sulfide: 18100050-2, 18100050-2xx, or IPLU502
- Oxygen: 18100050-3, 18100050-3xx, or IPLU503
- Nitrogen Dioxide: 18100050-4, 18100050-4xx, or IPLU504
- Sulfur Dioxide: 18100050-5, 18100050-5xx, or IPLU505

**Q. Is Industrial Scientific aware of any accidents or injuries as a result of using the *Recalled GasBadge Plus Instrument* in these conditions?**

A. No. Industrial Scientific is not aware of any reports of accidents or injuries while using the *Recalled GasBadge Plus Instruments* under these conditions.

**Q. How was this problem with the *Recalled GasBadge Plus Instrument* found?**

A. This problem was identified by investigating the cause of warranty returns of instruments due to premature battery failures.

**Q. Will Industrial Scientific replace my *Recalled GasBadge Plus Instrument*?**

A. Yes. Industrial Scientific will replace any Recalled GasBadge Plus Instrument with a GasBadge Plus version 3.0 instrument free of charge.

**Q. Is there a way to easily identify a replacement GasBadge Plus version 3.0 instrument in comparison to a *Recalled GasBadge Plus Instrument* in the field?**

A. Yes. A GasBadge Plus version 3.0 instrument will have a WHITE band around the sensor that can be seen through the front of the instrument housing along with a label on the rear of the housing that identifies the instrument as version 3.0. See pictures below.



**Q. Is there a way to identify a GasBadge Plus version 3.0 in comparison to a *Recalled GasBadge Plus Instrument* visually while it is still in the package?**

A. Yes. The package of a GasBadge Plus version 3.0 instrument has a label attached that calls out the instrument as a version 3.0 unit.

**Q. Are there options for replacing the *Recalled GasBadge Plus Instrument* other than with a GasBadge Plus version 3.0 instrument?**

A. Yes, Industrial Scientific will replace the unit with GasBadge Plus3.0 or with a GasBadge Pro.

**Q. Can I get my current *Recalled GasBadge Plus Instrument* upgraded to version 3.0?**

A. No. Industrial Scientific cannot safely upgrade instruments currently in the field to version 3.0.

**Q. Can the Recalled GasBadge Plus Instrument be upgraded to version 3.0 using the iNet DS?**

A. No. The iNet DS will not support the upgrade to version 3.0 because an upgraded instrument must have a new factory installed battery.

**Q. What is the difference between GasBadge Plus version 3.0 and the *Recalled GasBadge Plus Instrument*?**

A. There are instrument firmware changes along with some minor circuit component changes in order make the instrument operate properly under all battery conditions. In addition, GasBadge Plus version 3.0 will function only as a 1-year instrument that turns itself off after 12 months. In comparison, the *Recalled GasBadge Plus Instruments* were designed to operate for two years.

**Q. What is the warranty coverage on GasBadge Plus 3.0 replacement units?**

A. Any GasBadge Plus version 3.0 unit shipped as a replacement unit will be covered under warranty for the balance of the warranty period remaining on the *Recalled GasBadge Plus Instrument* that it is replacing. Industrial Scientific recognizes that because of the 1-year life of the GasBadge Plus version 3.0 instrument, we may need to issue more than one GasBadge Plus version 3.0 unit to cover the balance of the warranty period remaining on *Recalled GasBadge Plus Instruments* that have been recently purchased.

**Q. What is the warranty coverage on new GasBadge Plus version 3.0 units sold?**

A. GasBadge Plus version 3.0 units will be covered under warranty for 12-months.

**Q. If I choose to have my *Recalled GasBadge Plus Instrument* replaced with a GasBadge Pro, will Industrial Scientific also replace my Cal Plus units?**

A. Yes. If the *Recalled GasBadge Plus Instrument* is replaced with the GasBadge Pro, any Cal Plus units will be replaced accordingly with a subscription to iNet InSite or a DS2 Docking Station.

**Q. If I choose to have my *Recalled GasBadge Plus Instrument* replaced with a GasBadge Pro, what is the warranty coverage on the replacement GasBadge Pro unit?**

A. A GasBadge Pro shipped as a replacement for a *Recalled GasBadge Plus Instrument* will have its sensor covered by the balance of the warranty remaining on the *Recalled GasBadge Plus Instrument* that it replaced. The GasBadge Pro instrument itself will be covered under Industrial Scientific's Guaranteed For Life warranty policy.

**Q. What do I need to do to have my *Recalled GasBadge Plus Instrument* replaced?**

A. To have your *Recalled GasBadge Plus Instrument* replaced with a new unit, go to [www.indsci.com/gbplusrecall](http://www.indsci.com/gbplusrecall) and fill out the on-line *Customer GasBadge Plus Recall Form (Non-iNet Customers Only)*. A duplicate of this form was sent along with your notification. As an alternate to submitting the web form, you may fill out the duplicate form and email it to [gbplusrecall@indsci.com](mailto:gbplusrecall@indsci.com). A replacement unit(s) will be sent to you along with a prepaid shipping label to return all current units to Industrial Scientific. If Industrial Scientific provides a replacement unit and the *Recalled GasBadge Plus Instrument* is not returned within 90 days, Industrial Scientific will invoice the customer at the list price for each replacement unit provided.

*iNet Customers do not need to fill out this form. iNet Customers will be contacted by Industrial Scientific to inform them that their instruments will be replaced.*

**Q. Is there anything that I need to do prior to shipping my Recalled GasBadge Plus Instruments back to Industrial Scientific?**

A. Yes. All Recalled GasBadge Plus Instruments should be disabled prior to shipping. If the instrument is already showing the Call ISC display screen, it is already disabled. To disable the Recalled GasBadge Plus Instruments for shipping:

- Press and hold both the MODE and ENTER buttons for 5 seconds to enter the configuration menu.
- Scroll through the configuration menu using the MODE key until the firmware version screen appears. (Ex. **V2.10**)
- Press and hold the ENTER key for 10 seconds until the display indicates **0000**.
- Press and hold both the MODE and ENTER keys for 10 seconds until the **CALL ISC** screen appears. The *Recalled GasBadge Plus Instrument* is now disabled and may be shipped safely.

**Q. How should I get in contact with Industrial Scientific should I have questions or concerns regarding the recall of the GasBadge Plus?**

A. Industrial Scientific can be contacted in the following regions by using the telephone and email information provided below.

N. America, S. America, Australia: [gbplusrecall@indsci.com](mailto:gbplusrecall@indsci.com)  
+1 412-788-4353  
1-800-DETECTS (338-3287) in North America only  
+ 03 9644 7777 (Australia and New Zealand)

Europe, Middle-East, Africa: [gbplusrecall@indsci.com](mailto:gbplusrecall@indsci.com)  
+00 800-WORKSAFE (96757233)

Asia Pacific: [gbplusrecall@ap.indsci.com](mailto:gbplusrecall@ap.indsci.com)  
+86 21 5899 3279

**Q. Is the GasBadge Plus recall information available in different languages?**

A. Yes, all GasBadge Plus recall information is available in English, French, German and Spanish. The Industrial Scientific sales and marketing team will be translating and providing information in other languages as needed.

**Q. Where can I find the most current information with regard to the GasBadge Plus recall?**

A. All up-to-date information regarding the GasBadge Plus recall can be found online at [www.indsci.com/gbplusrecall](http://www.indsci.com/gbplusrecall) or in Salesforce.com in the GasBadge Plus Recall library.

Added January 29, 2012

**Q: How long should the Recalled GasBadge Plus Instrument be in the low temperature environment before it is bump tested or zeroed?**

A: The Recalled GasBadge Plus Instrument should be allowed to stabilize at the temperature at which it is used for at least 15 minutes before bump testing or zeroing the instrument.

**Q: What are the low temperature operating specifications for the GasBadge Plus, DS2 Docking Station and Industrial Scientific calibration gas?**

A: The GasBadge Plus is specified down to -40 degrees Celsius (-40F), the DS2 Docking Station to 0C (32F) and calibration gas is rated down -15C (+4F).