



# Product Notice

July 2024

## Premature “End-of-Life” Alarm of iLEL Catalytic Bead Sensors used with Flex 4 Series



Affected: Global

Dear Customers and Colleagues,

Honeywell portable instruments use a variety of gas sensors. Instruments may include combinations of analog, digital, or smart sensors depending on product line.

It has come to our attention that iLEL catalytic bead sensors manufactured between August 1, 2019, through 2023 were manufactured with the “end of life” date hard coded. Accordingly, any instrument with v1.062 firmware (or earlier) that uses an affected iLEL sensor will generate a false “end of life” alarm on the LEL channel (slot 1) on August 1, 2024.

The “end of life” issue has been resolved in the factory for products manufactured on a go-forward basis. In addition, a firmware update (v1.064) is available for all instrument users to remove the unnecessary alarm.

<p>The false “end of life” iLEL sensor alarm is signaled to the user by:</p> <ul style="list-style-type: none"><li>• iLEL sensor (slot 1) reads “---“</li><li>• Associated red LED 1 flashes</li><li>• Sounder operates</li><li>• “Sensor end of life” icon shown bottom of the display</li></ul> <p>This occurs after switching the instrument on and after warming up to enter normal operation.</p> <p>This “end of life” status is checked on power cycling a device (switching the detector off then on again).</p>	
<p>To review details of the fault...</p> <ul style="list-style-type: none"><li>• Double press button to enter MENU mode</li><li>• Press and hold button to enter INFO sub menu</li><li>• Press and hold button to display FAULT information</li><li>• Reads: “Sensor Fault, LEL 0104, Replace Sensor”</li></ul>	

For further advice, please contact your local support representative.

Thank you,

**Steve Forrest**  
Global Offering Manager  
BW Multi-Gas Portables  
Honeywell | IA | PMC

# Frequently Asked Questions

## Q. How do I know if my instrument uses iLEL catalytic bead sensor?

Instrument part number includes **W6** or **W7** e.g. CPD-**W6**X1H1M1-Y-00  
Spare sensor part number **W6** or **W7** e.g. SR-**W7**-1S

## Q. How do I know what version of firmware my instrument uses?

The instruments firmware version can be found the following ways:

1. Via the instrument MENU (double press to enter MENU, press and hold to enter INFO menu, repeated single press until firmware is shown e.g. v1.062 or earlier should be updated to v1.064 or later)
2. Via mobile Device Configurator App (DCApp) downloaded from Android or Apple online stores (search for Device Configurator, version 2.9.9 or later)
3. Via Safety Suite Device Configurator PC software with internet connection updated to advise users of the available updates (version 3.8 or later)  
<https://sps.honeywell.com/us/en/software/safety/connected-safety/safety-suite/safety-suite-device-configurator>
4. Via Safety Suite Deluxe PC software with internet connection updated to advise users of the available updates (version 3.3.4 or later)  
<https://sps.honeywell.com/us/en/software/safety/connected-safety/safety-suite>

## Q. Where do I get v1.064 firmware (or later) for my instrument?

1. Connected users of Device Configurator or Safety Suite are notified through these tools when the update is available. Select “upgrade firmware” per normal practice.
2. Via the Honeywell software and firmware product page:  
<https://sps.honeywell.com/us/en/software/safety/gas-detection-software-and-firmware>  
Search for “BW Flex” and select v1.064 or later
3. This bulletin includes a .zip file containing “Release Notes.txt”, “BWF\_01\_064.bin”, and “BWF\_01\_064.rfp”
  - “.rfp” files are used with Safety Suite software
  - “.bin” files are used with IntelliDoX for USB update where the IntelliDoX is not connected to a Safety Suite enabled PC

## Q. How do I update the firmware of my instrument?

1. One of the software packages described above will be required to upgrade firmware
2. Please refer to the tools help guides/manuals as appropriate

## Q. Where do I get further help from?

Contact your local Honeywell sales representative or one of our Global Support Teams.  
For further assistance contact:

Americas: [detectgas@honeywell.com](mailto:detectgas@honeywell.com)  
Asia Pacific: [analytics.ap@honeywell.com](mailto:analytics.ap@honeywell.com)  
Europe, Middle East, Africa: [gasdetection@honeywell.com](mailto:gasdetection@honeywell.com)

For Software Support contact:

Americas: 1-833-556-3515  
Europe, Middle East, Africa: 0080081819691