

## Product Safety Notice 2021073

Date: December 16, 2021

### BW Flex 4 with firmware ver 1.040.xxx

Regions Affected: Global

#### Customer Notice

Dear Customer and Colleagues,

#### SAFETY ALERT NOTICE

Until further notice, it is advised that users should not use or apply correction factors to BW Flex 4 instruments that are using firmware **v1.040.XXX**.

The following table summarizes issues found:

Instrument part number contains...	Sensor type	Calibration gas	Resulting behavior if using 'correction factors'
W5	LEL NDIR	50% LEL methane	May read HIGH raising possible nuisance alarms
W6	Catalytic bead (filtered)	50% LEL methane	May read LOW raising safety concerns
W7	Catalytic bead (unfiltered)	50% LEL methane	May read LOW raising safety concerns

The root cause has been identified and updates are in process of being validated.

Updates will be required for:

- BW Flex 4 instrument firmware
- Device Configurator App (iOS/Android) via Apple/Google stores
- Safety Suite Device Configurator (PC) software

Any operator using correction factors is required to apply these updates as soon as they become available.

Additional communication will be provided to advise the next steps.

Thank you,

Steve Forrest  
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Honeywell Analytics | Gas Detection Portables