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Product Alert for Rosemount Inc. Open Path Gas Detectors

February 25, 2022

Type of Notification: Product Safety Notification

FM Approvals has been notified by Rosemount Inc. of a safety related product notification involving FM Approved SafEye Quasar 900 Open Path Gas Detectors shipped from March 6, 2013 to January 19, 2021. Reference attached Product Safety Notification.

Company Identity: Rosemount Inc.
Address: 6021 Innovation Blvd, Shakopee, Minnesota 55379, USA

Contact Information: 1. **Emerson Global Customer Care (24/7 Support)**
Phone: +1 888 889 9170
E-mail: ContactUs@Emerson.com

2. **Rosemount North American Response Center (24/7 Support – includes Canada)**
Phone: +1 800 654 7768

Product Identity: QR-F-111 and QR-F-112, SafEye Quasar 900 Open Path Gas Receivers
QT-F-111, QT-F-211, QT-F-311, QT-F-411, QT-F-112, QT-F-212, QT-F-312, and QT-F-412, SafEye Quasar 900 Open Path Gas Transmitters

Description: Open Path Gas Detector
FM Approval Status: FM Approved since January 18, 2013

Hazard Involved: Rosemount Inc has issued a safety related product notification involving FM Approved QR-F-111 and QR-F-112, SafEye Quasar 900 Open Path Gas Receiver and QT-F-111, QT-F-211, QT-F-311, QT-F-411, QT-F-112, QT-F-212, QT-F-312, and QT-F-412, SafEye Quasar 900 Open Path Gas Transmitters manufactured from March 6, 2013 to January 19, 2021.

This notification highlights that an endcap may have been assembled without the glass lens installed. The glass lens allows the operator to view the back LED indicator. The endcap provides access to the terminal connection compartment, which is isolated from the back LED indicator and detector electronics. Omission of the glass lens impacts both the Explosion proof and Dust Ignition proof ratings. To correct the issue the endcap must be replaced.

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Rosemount Inc. recommends inspecting the terminal block endcap. No further action is required if the endcap is found to include the glass lens. If the glass lens is missing, it is recommended to immediately power down the unit and contact either Emerson Global Customer Care or Rosemount North American Response Center to arrange a free of charge endcap replacement. A notice was sent to all customers who have units covered under this product safety notification.

If you suspect you are in possession of the subject equipment with a manufacturing date of March 6, 2013 to January 19, 2021, bearing the FM Approvals certification marking, please contact Emerson / Rosemount in the contact information provided.

EMERSON.

Blvd
Shakopee, MN 55379

Emerson Automation Solutions
6021 Innovation

USA

October 7, 2021

Attention: **Plant/Production Safety Officer**

IMPORTANT PRODUCT SAFETY NOTIFICATION
Reference Number 202104121

This letter is to notify affected customers of a potential safety concern involving:

Spectrex SafEye Quasar 900 Open Path Gas Detectors shipped from March 6, 2013 to January 19, 2021

Our records indicate you may have received the product affected by this notification as identified in Appendix "A". **Please forward to all appropriate individuals immediately. Failure to take action could result in a loss of process control, property damage, serious personal injury or death.** If you resold or transferred any of the affected products in question, please immediately forward this important Product Safety Notification to the eventual user so they can take appropriate action.

>> PLEASE READ CAREFULLY <<

Overview

Emerson has discovered Spectrex SafEye Quasar 900 Open Path Gas Detectors shipped from March 6, 2013 to January 19, 2021 where the endcap may have been assembled without the glass lens installed. The glass lens allows the operator to view the back LED indicator. The endcap provides access to the terminal connection compartment, which is isolated from the back LED indicator and detector electronics. Corrective actions have been taken in the manufacturing process to ensure the glass lens has been properly installed to mitigate future occurrence of this potential issue.

Potential Effect

For ATEX/IECEx, TR CU, and INMETRO installations; the Spectrex SafEye Quasar 900 Open Path Gas Detectors are certified for enhanced safety in gas environments and can be opened while powered. For FM installations, the enclosure must always be kept sealed when power is applied. For dust environments or to maintain the water and dust tight IP rating, the cover must be kept sealed. Products

with the glass lens missing may impact the integrity of the sealed enclosure, which could allow moisture and/or dust to enter the detector, potentially impacting effective and safe operation.

> *IMPORTANT: Spectrex SafEye Quasar 900 Open Path Gas Detectors are used in many unique applications; each user must determine the effect of this issue with respect to their application and act accordingly.*

How to Determine if You Are Affected

Appendix A contains a list of potentially affected products by original sales order number or serial number. The serial number is listed on the main detector label, as shown below in Figure 1.

Figure 1 - Serial Number Location on Label

Final Action

For the open path gas detectors listed in Appendix A, Emerson recommends inspecting the terminal block endcap. No further action is required if the endcap is found to include the glass lens. If the glass lens is missing, it is recommended to immediately power down the unit and contact Emerson to arrange a free of charge endcap replacement.

Contact Information

Please contact your local Emerson Automation Solutions sales representative with any questions regarding this notification or technical support. For additional assistance, please contact us by any of the methods below:

1. Emerson Global Customer Care (24/7 Support)

Phone: +1 888 889 9170
E-mail: ContactUs@Emerson.com

2. Rosemount North American Response Center (24/7 Support – includes Canada)

Phone: +1 800 654 7768

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We apologize for any inconvenience this situation may cause you or your organization. Notifying you of a potential product nonconformance is part of our ongoing commitment to delivering instrumentation solutions of the highest quality and reliability and is a required part of our quality system. Thank you for your attention to this important matter and for allowing us to serve you now and in the future.

If you have any questions, or require additional information, please do not hesitate to contact Emerson Automation Solutions by any of the methods listed above.

Sincerely,

Kelly Klein
Vice President & General Manager, Rosemount Analytical & Detection Products
Emerson Automation Solutions

Enclosures:
Appendix A – Affected Units

Note: *FM Approvals has not included the Appendix A as this included confidential customer information. This information would have been provided to the affected customer directly from Emerson Automation Solutions.*

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