



Product Alert

February 6, 2020

Type of Notification: Product Safety Notification

FM Approvals has been notified by Detcon Inc. of a safety related product recall involving FM Approved TP-524D, TP-524DK and TP-524DS Toxic Gas Detectors.

Company Identity: Detcon Inc

Address: 4055 Technology Forest Blvd - Suite 100, The Woodlands, TX 77382

Contact Information: 3M Gas & Flame Detection; Detcon Global Service Center
Phone: 713-559-9230, Email: detcon-service@mmm.com

Product Identity: TP-524D, TP-524DK and TP-524DS

Description: Toxic Gas Detectors

FM Approval Status: FM Approved since May 16, 2011

Hazard Involved: DETCON Inc has issued a safety related product recall involving FM Approved TP-524D, TP-524DK and TP-524DS transmitters with integral toxic sensor manufactured from April 2010 to June 2018 (FM Approved after May 16, 2011).

This recall is due to the use of a glass window in the assembly of the transmitters which does not meet the product specifications. Products assembled with this substandard glass have recently failed flame propagation testing and as a result, are not in compliance with explosion proof requirements for installation in a Hazardous Locations.


Please read the attached for a complete description of the potential hazard and any actions that must be taken by end users of these products. The attached 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 transmitters with a manufacturing date of April 2010 to June 2018, bearing the FM Approvals certification marking, please bring that to the attention of:

Antonio L. Pires
FM Approvals, Quality Department
Norwood, MA, USA
+1 (1)781 255 4825
Email: Antonio.pires@fmapprovals.com

3M Personal Safety Division

Gas & Flame Detection
DETCON
4055 Technology Forest Blvd
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<https://gasdetection.3M.com>

now proudly part of 3M:




September 11, 2018

IMPORTANT – ACTION REQUIRED – PRODUCT RECALL NOTICE
Regarding the Detcon™ Aluminum J Box

To Our Valued Customers,

During the course of standard regulatory testing on one of our Detcon products, we have discovered that the Aluminum J-Box used on certain Detcon products may have been assembled with a glass window that does not meet our stringent specifications. Products assembled with this substandard glass have recently failed Flame Propagation testing at CSA, and as a result, are not in compliance with Explosion Proof requirements for installation in a Hazardous Location.

This letter represents a mandatory safety related recall for this issue and immediate action on your part and on the part of our mutual end customers is required. You are receiving this communication because you have been identified as a purchaser of the affected products.

This Safety Notice affects the following Detcon product families assembled with an aluminum J-Box from April, 2010 to June, 2018. Affected products can be identified by the date they were received:

Model #	Affected Date Range
Detcon 100 Series	Aluminum J-Box, April 2010 – June 2018
Detcon 500 Series	Aluminum J-Box, April 2010 – June 2018
Detcon 600 Series	Aluminum J-Box, April 2010 – June 2018
Detcon 700 Series	Aluminum J-Box, April 2010 – June 2018
Detcon CXT, Size D Battery	Aluminum J-Box, April 2010 – June 2018
Detcon Wireless Alarm Stations	Aluminum J-Box, April 2010 – June 2018

If you have any of the above products in unopened, new condition, please contact the Detcon Service Center for an RMA # so a replacement product can be shipped to you, and you can return the affected equipment.

If you or any of your customers have any of the above products installed in a Hazardous Location, immediate action is required. Please contact the Detcon Service Center and inform them that you have one of these affected product(s) in your possession. You will be asked to provide the Model # and Serial Number of the products. Our Detcon Service Center will ship you new J-Box replacement covers, with new labels / serial numbers, for

each affected product. Upon receipt of your new replacement cover, you should immediately replace the old cover on your product with a new cover, according to the precise instructions supplied with your replacement cover. Once replaced, please dispose of the old cover and do not use it.

If you feel, for any reason, that your site, or your customer's site, cannot replace the J-Box cover in accordance with the attached procedure without assistance, please request an onsite Service Call from the Detcon Service Center and we will be happy to assist you with the replacement of these J-Box covers.

Failure to take action in accordance with this means your affected product may be unsafe, is not suitable for installation in a Hazardous Location, and does not comply with any CSA, ATEX, IECEX, FM regulatory approvals associated with the product.

Contact details for the Detcon Global Service Center are:

3M Gas & Flame Detection
Detcon Global Service Center
4055 Technology Forest Blvd.
The Woodlands, TX 77381
United States
Phone: +1-713-559-9230
Email: detcon-service@mmm.com

We sincerely apologize for this situation and we understand the inconvenience this situation may have caused. Your safety and the safety of your customers is our chief concern. Please contact us immediately if you have any questions regarding this notification.

Sincerely,



Nelson Rubinstein

3M Science.
Applied to Life.™

Nelson Rubinstein | Customer Service Manager

Personal Safety Division

4055 Technology Forest Blvd. | The Woodlands, TX 77381 | United States