



Product Alert – Product Safety Notification Honeywell FS 24X Flame Detector

May 19, 2021

Type of Notification: Product Safety Notification

FM Approvals was notified in by Honeywell of a non-conformance involving FM Approved Honeywell FS24X-XXX Flame Detectors shipped between March 1, 2020 and March 12, 2021.

Company Identity: Honeywell
Address: 405 Barclay Boulevard, Lincolnshire, IL 60069
Contact Information: Honeywell Technical Service Team
<https://sps-support.honeywell.com/s/hgas/hgas-fixed>
(or scan the attached QR Code)

Product Identity:

Part No	Description	Serial No
FS24X-211-2x-x	FS24X-911 Series Flame Detector, 110° FoV, Standard Temperature Range	Between 211416 and 306791 inclusive
FS24X-911-2x-x	FS24X-911 Series Flame Detector, 90° FoV, Extended Temperature Range	
FS24X-212-2x-x	FS24X-211 Kits	
FS24X-912-2x-x	FS24X-911 Kits	
FS24X-911-10	FS24X-211/911 Replacement Electronics Module	
FS24X-911-10-6	FS24X-211/911 90° FoV, Replacement Electronics Module	
FS24X-912-10	FS24X-211/911 Replacement Electronics Module with HART®	
FS24X-912-10-5	FS24X-211/911 Replacement Electronics Module with HART®, Dash 5 Variant	

Description: Honeywell FS24X Flame Detectors
Make/Model: See above
Nameplate Data: Part number identified on unit
FM Approvals Certificates: FM14ATEX0058X, PR457556

FM Approval Status: FM Approved – Flame-Actuated Detection and ATEX (‘Ex’)

Hazard Involved: Honeywell identified an anomaly associated with the FS24X – Flame Detector which may result in the non-detection of a flame within a specified time and/or distance.

If you suspect you are in possession of affected equipment bearing the FM Approvals certification marking, please bring this to the attention of:

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Email: antonio.pires@fmaprovals.com



Commercial in Confidence 2021025

18th May 2021

FS24X Flame Detector

Product Quality Alert

Regions Affected: Global

Dear Customer,

This Product Quality Alert (the “Alert”) is issued as a follow-up to PRODUCT NOTICE 2021027 dated 29th April 2021.

After further investigation, Honeywell has identified an anomaly associated with the Honeywell FS24X flame detector (“FS24X”) that may result in the non-detection of a flame within the specified time and/or distances published in the product documentation. As a result and out of an abundance of caution, Honeywell is now requesting that all users of potentially affected FS24X units (based on the below criteria) assess their current use case for those units, including identifying factors such as operating distance and fire fuel type that would need to be detected, as soon as possible.

You have been identified as a recipient of product(s) that are potentially affected by this Alert.

The table below contains a list of part numbers and a serial number range for FS24X units subject to this Alert. Note that these units were likely shipped by Honeywell between 1st March 2020 and 12th March 2021.

Part No	Description	Serial No
FS24X-211-2x-x	FS24X-911 Series Flame Detector, 110° FoV, Standard Temperature Range	Between 211416 and 306791 inclusive
FS24X-911-2x-x	FS24X-911 Series Flame Detector, 90° FoV, Extended Temperature Range	
FS24X-212-2x-x	FS24X-211 Kits	
FS24X-912-2x-x	FS24X-911 Kits	
FS24X-911-10	FS24X-211/911 Replacement Electronics Module	
FS24X-911-10-6	FS24X-211/911 90° FoV, Replacement Electronics Module	
FS24X-912-10	FS24X-211/911 Replacement Electronics Module with HART®	
FS24X-912-10-5	FS24X-211/911 Replacement Electronics Module with HART®, Dash 5 Variant	

If your Honeywell flame detector has one of the above part numbers and is within the serial number range, then that product is subject to this Alert and you should follow the steps below. If both conditions are not met, this Alert is not applicable to your FS24X unit.

Step 1. Gather Preliminary Information

Please identify for each FS24X unit:

- FS24X LOCATION (indoor or outdoor use);
- Type of fire FUEL that needs to be detected;
- DISTANCE between the FS24X and the potential fire source; and
- SENSITIVITY SETTING of the FS24X.

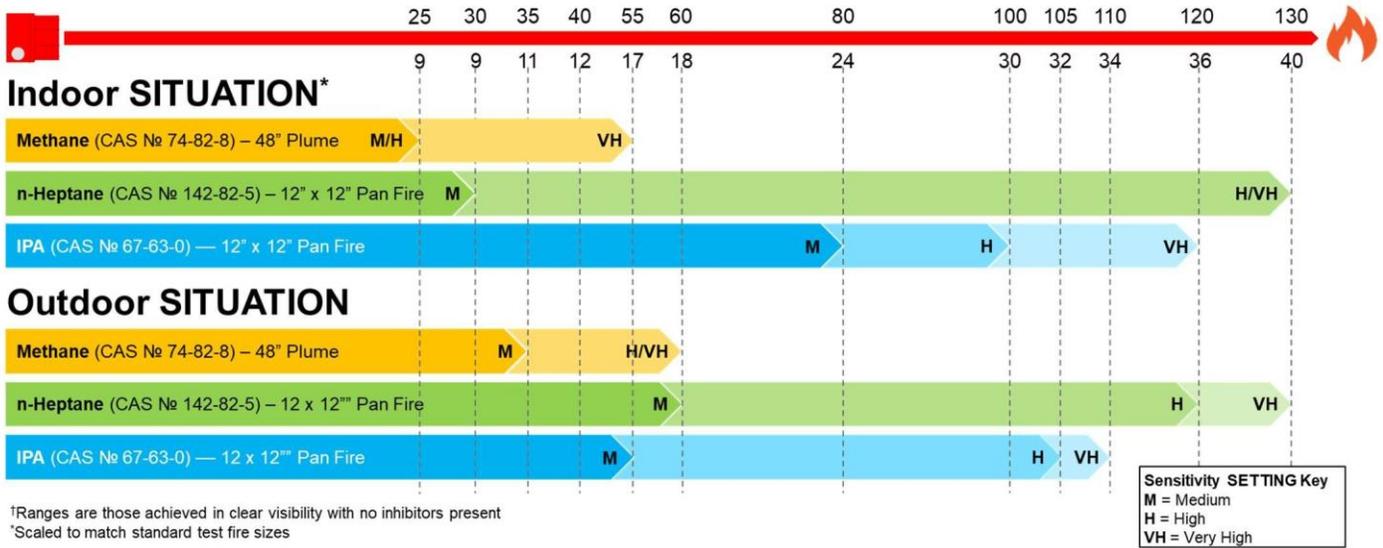
Once these factors are identified, please move to Step 2.

Step 2. Sensitivity Setting

Once you’ve collected all of the data in Step 1, you must then determine the suitable SENSITIVITY SETTING for each FS24X unit subject to this Alert using the detection distances and sensitivity settings in Figure 1 below.

Figure 1 - FS24X Current Detection Capability

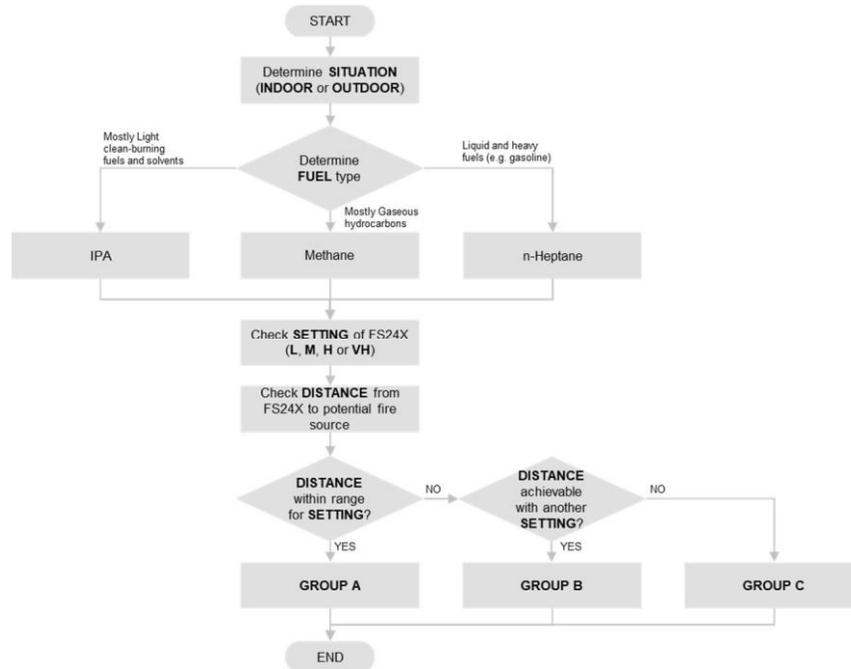
Detection Range with Response within 30 seconds†



Step 3. Required Action

Next, use the flow chart in Figure 2 below to determine what, if any, action you need to take. This decision process must be applied to each FS24X unit subject to this Alert.

Figure 2 – Decision Process for FS24X Flame Detectors



Step 4. Identify Your Group and Contact Honeywell As Needed

Last, take the necessary action as follows relating to FS24X flame detectors identified in each group.

- For FS24X Flame Detectors in GROUP A, the Sensitivity Setting is suitable for the distance and situation and you may continue to use the flame detector without change.
- For FS24X Flame Detectors in GROUP B, the Sensitivity Setting needs to be changed and should be carried out as soon as possible to provide detection of fires as outlined in Figure 1. Refer to Section 3.2 of the FS24X Installation Guide and Operating Manual on how to do this.
- For FS24X Flame Detectors in GROUP C, you must discontinue using the product immediately and provide alternative means of detection.
 - o Contact your Honeywell | Gas Detection Service Team to arrange for an advance replacement electronics module. They will issue a Returned Material Authorization (RMA) reference.
 - o Once you have received the advance replacement module, remove the existing module from the FS24X housing and exchange it for the advanced replacement. Recommission the detector.
 - o Return the removed module(s) to the Honeywell | Gas Detection Service Team using the RMA reference provided. Pack the modules adequately as follows:
 - For a singular module, use a padded envelope
 - For multiple modules, pack each in its own individual bubble bag and place into an outer cardboard box, filling any voids between them with more protective material.

The Honeywell Technical Service Team is available to answer any questions that you may have. Please visit our Technical Support Page at <https://spssupport.honeywell.com/s/hgas/hgas-fixed> or scan the embedded QR Code:



We appreciate your prompt attention to this matter and apologize for any inconvenience.

Duncan Gooch
Senior Offering Manager | Fixed Gas and Flame Detection