FM Approvals

Product Alert

Date: August 15, 2025

Detector Electronics, LLC – LS2000 Open Path Gas Detectors – Product Safety Concern

FM Approvals has been notified by Detector Electronics, LLC that they discovered that LS2000 Open Path Gas Detectors manufactured between 2016 and 2025 have several performance issues. Attached is a copy of the Detector Electronics, LLC Product Safety Notice for your reference.

Type of Notification: Product Safety Notification

Company Identity: Detector Electronics, LLC 6901 West 110th Street, Minneapolis, MN 55438 USA

Product Identity: LS2000 Open Path Gas Detectors

FM Approval Status: FM Approved

Hazard Involved: FM Approvals has been notified by Detector Electronics, LLC that LS2000 Open Path Gas Detectors produced between 2016 and 2025 with transmitter serial numbers up to and including 25FEBXXXXXX and Receiver Serial Numbers up to and including 25APRXXXXXX have several issues impacting the performance certification of the product:

1. The speed of response of up to 3.5 seconds versus the verified 2 seconds as indicated within the manual, both are less than the maximum allowed time of 10 seconds.

2. Variations in the product may result in as much as -25% to +90% of reading, exceeding the published and verified accuracy of ±5% of full scale or ±10% of reading and the maximum allowed tolerance of ±10 % of the measuring range or ±20 % of the measured value, whichever is greater.

3. A variation in indication over the temperature range of -55°C to 75°C may result in as much as ±20% of reading, exceeding the maximum allowed tolerance of ±10 % of the measuring range or ±20 % of the measured value, whichever is greater.

The attached Safety Notice is being sent to provide directions to customers in possession of one or more of these units. Please follow the instructions as indicated in this notice.

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IMPORTANT PRODUCT NOTICE

DET-TRONICS

Detector Electronics, LLC
6901 West 110th Street, Minneapolis, MN 55438 USA
Phone: +1 952.941.5665 | www.det-tronics.com

SAFETY NOTICE

Date: July 30, 2025
To: Valued Customers and End Users
From: Lu Wang, Managing Director
Subject: FlexSight™ LS2000 Line-of-Sight Infrared Hydrocarbon Gas Detector Performance

33-1013-1.0

This Safety Notice communicates a potential safety issue with the FlexSight LS2000, which may create a risk for property damage, personal injury, or death (see Issue below). Our records indicate that your organization may have purchased one or more of these affected products manufactured between 2016 and 2025. Please instruct your sales, design, purchasing, installation, and service personnel to read the below carefully and take the applicable next steps per the Required Field Action section below.

Issue

Det-Tronics has identified that FlexSight LS2000 Line of Sight gas detectors could experience performance outside certain specified ratings (Instruction Manual 95-8714), potentially leading to a safety issue:

1. Speed of response. The published speed of response T90, is stated as 2 seconds. Manufacturing testing has indicated that the T90 time is <3.5 seconds.
2. Accuracy. The published accuracy is stated as ±5% of full scale or ±10% of reading, whichever is greater. Testing has shown variations in the product in certain worst cases can result in as much as -25% to +75% of reading at 2.5 LFLm for Methane and Butane, and -25% to +90% of reading at 2.5 LFLm for Propane, at room temperature. Additional variations up to ±15% for Methane and Butane, and up to ±20% for Propane are introduced by operation over -55°C to 75°C temperature range.

Potentially Affected Products

Below is the list of products that are potentially affected within the scope of the Required Field Action.

Transmitter Serial numbers (YYMMMXXXXXX): All up to and including 25FEBXXXXXX.
Receiver Serial numbers (YYMMMXXXXXX): All up to and including 25APRXXXXXX.
Model: All LS2000 models.

Implemented Actions

Det-Tronics has taken all steps necessary to prevent the accuracy issue from occurring for future shipments. A firmware update to address the accuracy variations is also being developed and notification will be provided when this becomes available.

Product Notice 33-1013.1, dated July 2025

DET-TRONICS

Required Field Action

The following steps must be performed for the affected devices:

1. Assess the impact of the additional response time and accuracy variation on your system and its actions and take appropriate action(s) including any alarm setting adjustments. Given the potential variability and to ensure that your alarm settings remain within your safety parameters, we suggest a temporary reduction in your alarm levels, until a firmware update is released. For example, a high alarm level of 3 LFLm (default for LON versions) would be reduced by 15% given the original stated ±10% accuracy to 2.55 LFLm for the potential -25% accuracy deviation. Similarly, a low alarm level of 1 LFLm would be adjusted to 0.85 LFLm.
2. Contact your local Det-Tronics office or Det-Tronics Technical Support for any questions or further assistance.
3. Complete and return the Reply to Det-Tronics Form below.

Contact Information

We thank you for your attention to this matter. If there are any questions regarding this Safety Notice, please use the following contact information:

Phone: +1 800-765-3473 extension 3
+1 952-941-5665 extension 3
Email: techsupport@det-tronics.com
Website: det-tronics.com

Product Notice 33-1013.1, dated July 2025

DET-TRONICS

REPLY TO DET-TRONICS (Customer Action Required)

To ensure that our mutual records accurately reflect that the Required Actions are understood and performed, please complete the following steps:

1. **Fill in the information and answer all questions below.** Submit the completed document within **two weeks** of this letter to Det-Tronics Technical Support (techsupport@det-tronics.com).
2. If field actions are necessary, revert to Det-Tronics to confirm completion of the required field actions. Please complete any necessary required field actions and confirm their completion to Det-Tronics as soon as reasonably possible.

If Det-Tronics has not received a written response within the prescribed time, we will interpret the silence to mean that the company below has declined to perform the required remediation, and instead unconditionally agrees to fully defend and indemnify Det-Tronics and its affiliated entities from any and all claims, damages, injuries, deaths, lawsuits, fines, costs and fees, including but not limited to attorney's fees, arising out of the failure to remediate product as described in previously referenced documentation and this letter.

Please complete the following information:

Date	
Company name	
Invoicing address	
Name	
Job Title	
Phone	
Email	

I hereby confirm that (check the one that applies):

☐	As an end user, I have received, read and understand the contents of this Safety Notice and will pass along the Safety Notice to appropriate internal personnel and departments, and ensure that the required actions are performed.
☐	As a distributor or channel partner, I will communicate this Safety Notice to my potential affected end-customers and ensure that the required actions are performed.

Please check at least one option below:

☐	I have adjusted or plan on adjusting alarm levels.
☐	I request further Technical Support.
☐	No Action taken. Please explain: _____ _____

Please print name and sign below:

Print Name Signature Date