



Safety Notice
MultiGard™ Gas Sampling System
24 Point and Dual 16 Point Models

December 3, 2015

MSA Corporate Center
1000 Cranberry Woods Drive
Cranberry Township, PA 16066
800.MSA.2222
www.MSAafety.com

Dear MSA Gas Detection Customer,

MSA recently identified a potential safety issue involving 24 Point and Dual 16 Point MultiGard Gas Sampling Systems. Our records indicate that you purchased one or more of these units and we request your immediate assistance to help correct the situation. We apologize for any inconvenience that this may cause.



The MultiGard System is a multipoint gas sampling system designed to draw gas samples from up to 32 remote locations. While conducting routine quality assurance testing, we determined that the four "common" relays (Alarm, Warning, Trouble, and Horn) do not function for gas samples drawn from sampling points 9 through 16. Since these relays are not operational for the indicated sampling points, any alarms, fans, or other equipment triggered by these relays will not function should an alarm condition occur at sampling points 9 through 16. Regardless of whether your MultiGard System uses these relays, it is important to obtain the repair service indicated below. This condition does not affect the gas readings displayed on the MultiGard HMI screen.

It is important that you immediately check any 24 point and Dual 16 Point MultiGard Systems in your possession to determine the areas that are sampled at sampling points 9 through 16 and what auxiliary equipment is intended to operate should an alarm condition occur at these locations. Immediately take any necessary precautions until the MultiGard System is repaired.

If you are in possession of any of these MultiGard Gas Sampling Systems, please contact MSA Customer Service at 1-800-672-4678 or 724-776-8626 or by email at: field.service@msasafety.com to arrange for the necessary repair service. To correct this condition, an MSA certified repair technician will visit your facility and perform a software update on the system. If you have sold, transferred, or are otherwise no longer in possession of a MultiGard System, please contact us with that information.

We apologize for any inconvenience that this situation may cause; however, your safety and continued satisfaction with our products is most important to us. If you have questions, please contact MSA Customer Service at 1-800-672-4678 or 724-776-8626.

Best regards,

Charles J. Seibel, Jr.
Manager of Product Safety
PS15057-01