

Service Advisory
MSA SENTRY io™ Controller
 April 2024
 PLEASE READ AND TAKE ACTION NOW

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

Dear Valued MSA Customer,

This Service Advisory is to inform you of actions you need to take regarding your MSA SENTRY io controllers that were manufactured between October 1, 2023 and January 30, 2024. Potentially affected models are listed in Table 1 below.

MSA has found that SENTRY io units, when using firmware revision v5.3 and a 3-alarm configuration, may not trigger the relay assigned to the A2 alarm. The A1 and A3 alarms perform as expected in a 3-alarm configuration. All alarms perform as expected in a 2-alarm configuration, which uses A1 and A3 alarm setpoints.

MSA has not received any reports of injuries associated with this condition. However, we are requesting that you verify the system configuration and operation per this notice, prior to next use.

Table 1: Potentially Affected Model Numbers

Model Number	Material description
10214615	CONTROLLER,SENTRY io,8PT,32RLY,0AO,STD
10214616	CONTROLLER,SENTRY io,8PT,32RLY,8AO,STD
10214619	CONTROLLER,SENTRY io,16PT,32RLY,0AO,STD
10214620	CONTROLLER,SENTRY io,16PT,32RLY,16AO,STD
10214621	CONTROLLER,SENTRY io,16PT,56RLY,0AO,STD
10215687	CONTROLLER,SENTRY io,16PT,56RLY,16AO,STD
10211156	CONTROLLER,SENTRY io,8PT,32RLY,0AO,M20
10211157	CONTROLLER,SENTRY io,8PT,32RLY,8AO,M20
10211160	CONTROLLER,SENTRY io,16PT,32RLY,0AO,M20
10211161	CONTROLLER,SENTRY io,16PT,32RLY,16AO,M20
10211162	CONTROLLER,SENTRY io,16PT,56RLY,0AO,M20
10215686	CONTROLLER,SENTRY io,16PT,56RLY,16AO,M20



Verification of System Configuration and Operation

- 1) **Confirm Model Number** – Locate the product label on the side of the device (Refer to Figure 11)
 - a. **Model Number**
 - i. Confirm that your model number is listed in Table 1.
 - ii. If your model number is not listed, no further action is needed.



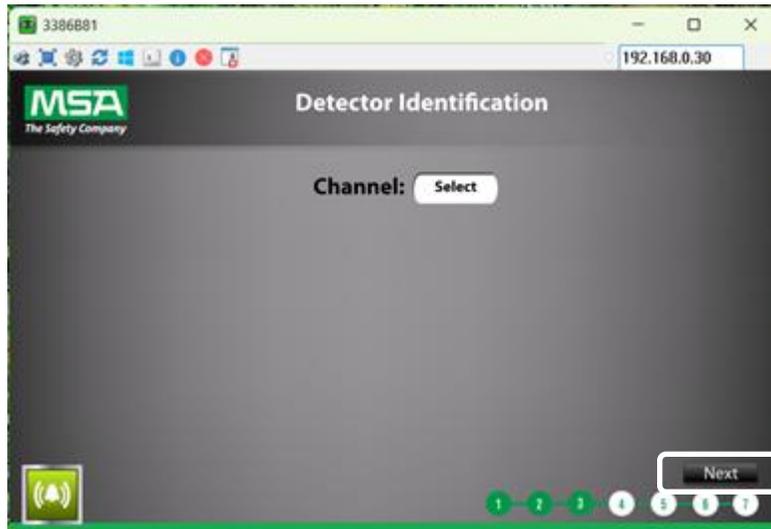
Figure 1: SENTRY io Product Identification

2) Confirm System Configuration – Using the touchscreen, check if any detectors are using the 3-alarm set configuration.

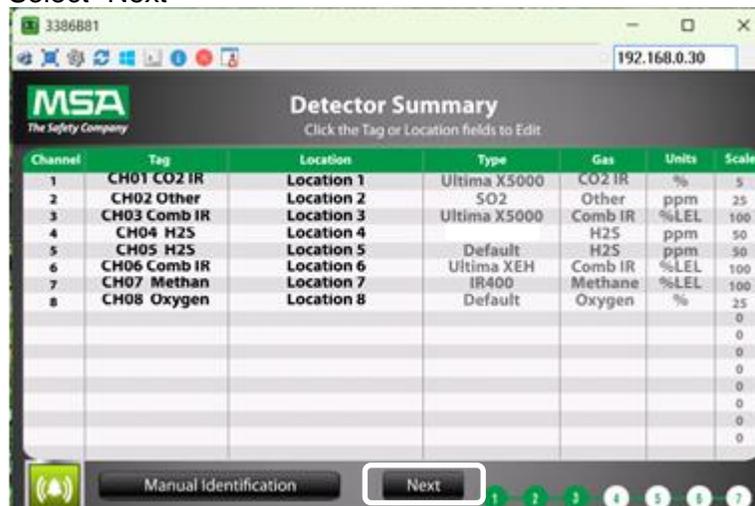
See ‘Alarm Set-Point’ in the SENTRY io User Manual for additional details:
<https://docs.msasafety.com/sentryio/en-us/SENTRY-io/Commissioning.htm>

- a. Select a detector tile on the dashboard
- b. Select “set-points” to view the alarm set points
 - i. If you are not using a 3-alarm set point configuration, no further action is needed.
 - ii. If you are using a 3-alarm set point configuration, proceed to the next step to adjust your configuration to ensure at least one of the following conditions exist:
 1. The A2 alarm is not utilized to initiate any action by the system.
 2. The A3 alarm levels have been adjusted to achieve desired results of previous A2 alarm levels.
- c. Select “Settings”
- d. Select “Modify Configuration”

e. Select "Next"



f. Select "Next"



g. Select "2 Alarm set-points" and perform the set point assignment



h. Reconfigure "Cause and Effect" to assign all A2 actions to A3 alarms.

3) **Confirm System Operation** – After reconfiguring your unit, verify proper operation of all gas detectors, alarm set points, and component devices of the safety system per the SENTRY io User Manual.

- a. Complete all steps in 'System Verification' in the SENTRY io User Manual
 - i. <https://docs.msasafety.com/sentryio/en-us/SENTRY-io/Commissioning.htm>
- b. Complete all steps in 'Periodic Functional Test' in the SENTRY io User Manual
 - i. <https://docs.msasafety.com/sentryio/en-us/SENTRY-io/Maintenance.htm?Highlight=periodic%20functional%20test%20>

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

Addressing Affected Controllers

MSA is currently working on a resolution and will make arrangements to update unit firmware free of charge once an update is available.

MSA Customer Service Contact Information

If you have any questions regarding this Service Advisory, please contact us as shown below:

US and Canada:

Email us at field.service@msasafety.com

Europe, Middle East, and Africa:

Email us at ProductUserNotice@msasafety.com or contact your local MSA customer service representative.

All other regions:

Contact your local MSA customer service representative.

Your safety and continued satisfaction are important to us, and we apologize for any inconvenience that this may have caused.

Best regards,



Adam Troup
Product Safety Manager