

### **Notice:**

### **Removal of Bluetooth Functionality in ALTAIR® 4XR, 5X, 5X IR, and 5X PID Multigas Detectors effective July 2022**

Dear MSA Customer,

As you are probably already aware, the global market for electronic components is going through an unprecedented and tumultuous period. Virtually all industries have been impacted to some degree and MSA has not been immune to this. Most recently, we received news from our supplier that the electronic components required to for Bluetooth functionality in the ALTAIR 4XR, 5X, 5X IR, and 5X PID Multigas Detectors have become unavailable.

### **Based on this, MSA has made the immediate decision to notify our customers of the following:**

- ALTAIR 4XR, 5X, 5X IR, and 5X PID Multigas Detectors devices will ship WITHOUT Bluetooth once components are exhausted, anticipated end of July 2022.
- Customer who placed an order and have not yet received their device, cannot be guaranteed Bluetooth functionality
- **The non-Bluetooth versions of the devices will be the standard option moving forward for ALTAIR 4XR and 5X.**

### **Impact to customer:**

- No action is needed from the customer
- Any customers with existing orders that cannot be filled with Bluetooth units will be contacted and advised appropriately
- For orders that have been placed, the sales order number will stay the same

### **Impact to the product:**

- Part numbers and ATO ordering options will not change.
- Removing Bluetooth means customers will no longer be able to pair to the ALTAIR Connect App. Devices can be configured using MSA Link with the IrDA Infrared USB Dongle Adapter for ALTAIR Portable Gas detectors, or through the GALAXY® GX2 Automated Test System.
- If a device does not contain Bluetooth, the front label and product packaging will not display the Bluetooth logo.

### **Warranty and Service Implications:**

The ALTAIR 4XR and ALTAIR 5X will continue to be serviceable, both in-warranty and out-of-warranty.

If an ALTAIR 4XR needs the main circuit board replaced, it will be replaced with current stock of boards which will NOT support Bluetooth. The front case will also be replaced with one that does NOT show the Bluetooth icon.

If an ALTAIR 5X needs the Bluetooth circuit board replaced, it will not be available. However, the device can be reconfigured as a non-Bluetooth device. The front case will also be replaced with one that does NOT show the Bluetooth icon.

Replacement kits for the front cases will be available with both the Bluetooth and non-Bluetooth labels for customers doing their own maintenance.

No approvals or certifications of the device are changed by removing Bluetooth.

We sincerely apologize for the inconvenience caused by this global supply chain issue. Please be assured that MSA is committed to maintaining continuity of supply for your gas detection needs in the best way possible and will continue to communicate changes in the market if they occur.

Kind regards,



Minna Ranjeva  
Global Product Line Manager  
Portable Gas Detection



Anthony Bafile  
Global Product Line Manager  
Portable Gas Detection