

## URGENT SAFETY NOTICE

### MANDATORY FIRMWARE UPGRADE

**To: ALL USERS OF BIOSYSTEMS MULTIPRO PORTABLE GAS DETECTORS  
EQUIPPED WITH THE DUO-TOX CO/H2S SENSOR**

This URGENT SAFETY NOTICE is based on Sperian Instrumentation's Mandatory Firmware Update to inform users that we have identified a firmware issue with the Duo-Tox sensor's temperature compensation algorithm in our MultiPro gas detector. MultiPro instruments equipped with the Duo-Tox sensor can show very low, and potentially misleading readings for CO at temperatures below 40°F (5°C).



**All MultiPro instruments equipped with the Duo-Tox sensor show CO and H<sub>2</sub>S at the current gas readings screen.**

**If you have a MultiPro equipped with a Duo-Tox sensor, you must update your firmware immediately! Failure to do so may lead to serious personal injury or death.**

**Figure 1: Biosystems MultiPro with CO and H<sub>2</sub>S Readings**

To eliminate this problem, users must update the instrument firmware in the MultiPro to version 3.00 or higher. The new version of MultiPro firmware includes improved cold temperature compensation curves for the CO channel. The firmware update will correct this problem.



## WARNING

**Continued use of the MultiPro Duo-Tox sensor without updating the instrument firmware as described above and below may lead to serious personal injury or death.**



# WARNING

Remember, MultiPro personal, portable gas detectors have been designed for the detection of dangerous atmospheric conditions. An alarm condition indicates the presence of a potentially life-threatening hazard and should be taken very seriously. Failure to immediately leave the area after the alarm activates may result in serious personal injury or death.

## COURSE OF ACTION

**The firmware in the MultiPro must be updated.**

The MultiPro's instrument firmware can be upgraded in the field through any PC equipped with an IrDA port, or through the MultiPro IQ Express Docking Station.

MultiPro flash firmware version 3.08 is available at [http://www.biodownloads.com/html/flash\\_mp.htm](http://www.biodownloads.com/html/flash_mp.htm)

Flash Upload Utilities is available at [http://www.biodownloads.com/html/prog\\_flash\\_upload\\_utility.htm](http://www.biodownloads.com/html/prog_flash_upload_utility.htm) .

Detailed instructions for uploading the flash into the MultiPro are available at <http://www.biodownloads.com/html/MultiProFirmwareUpgradeOptions.htm>

For additional information, please call our Technical Service Department.

800 711-6776

860 344-1079

Sincerely,

A handwritten signature in black ink, appearing to read 'Dave MacDonald'.

Dave MacDonald  
Quality Assurance Manager