

**Product Safety Notice**

**E3Point – Propane Sensors  
Immediate Action Required**

Regions Affected: **North America**

Dear Customers and Colleagues,

This notice is an update to Product Safety Notice #2018074 distributed in April 2018.

Testing has been completed to ensure that E3Point propane detectors are performing to our quality standards. Based on these findings, Honeywell Analytics is **lifting the ship hold on all new orders for E3Point devices to be used for propane detection. Shipments will resume effective immediately.**

**Immediate Field Replacement Action Required**

All E3Point devices currently in the field to detect propane require service as described below. This action does not apply to E3Point devices used to detect other gasses.

**E3Point devices that were manufactured prior to January 2015:**

Honeywell Analytics will provide a new propane sensor replacement free of charge.

**E3Point devices that were manufactured after January 2015 but before January 2019:**

The PCB in these devices must be replaced. Honeywell Analytics will provide a kit for your device that includes a new printed circuit board (PCB) and propane smart cartridge.

Please see the FAQs on the following pages for more information, including how to determine the age of your installed device and what model E3Point you are servicing.

Once the devices used for propane detection have been updated, the standard 6 month cadence of bump-testing and annual calibration of your Honeywell E3Point devices may resume. For information on bump-testing and calibration procedures, please refer to the E3Point Technical Manual, which can be found on <http://honeywellanalytics.com> (Use Product Finder to search “E3Point”) or use the QR Code shown to the right, to access product information, including the Technical Manual for all E3Point models.



All Honeywell distributors will receive a personalized communication detailing the Purchase Order numbers for any orders placed with Honeywell Analytics for propane sensor cartridges.

If you have questions, please contact Technical Support at 800-563-2967 or send an email to [E3PointPropane@Honeywell.com](mailto:E3PointPropane@Honeywell.com).

Sincerely,

Lucy Smith, Fixed Product Manager  
Honeywell Analytics

# FAQ: E3Point Propane Sensors

## How do I determine the age of the printed circuit board (PCB) in an E3Point?

Open the cover of an E3Point gas detector and look for the serial number on the board (see picture).



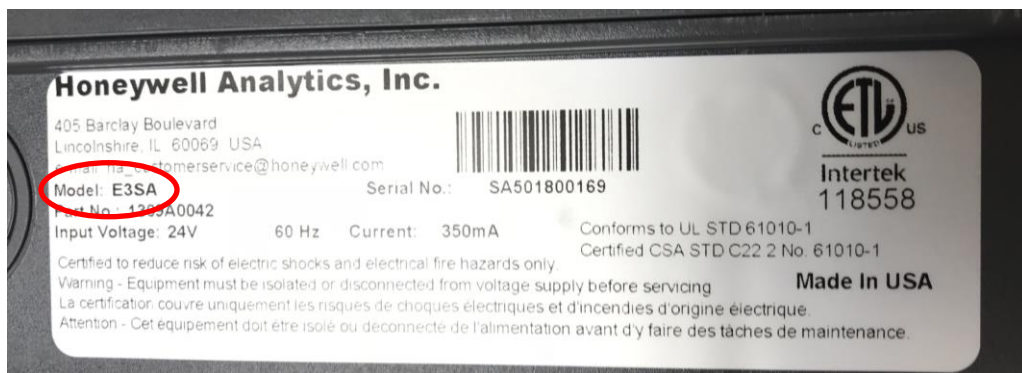
Look at the 9<sup>th</sup>-10<sup>th</sup> numerals in the serial number, highlighted in the example above in yellow. This is a date code.

Date code range	Action required
If the serial number contains a date code smaller than or equal to <b>14</b>	Contact Honeywell for a free replacement propane smart sensor cartridge. Part # 1309A0038
If the serial number contains a date code of <b>15-18</b> in that position	The PCB must be replaced. Contact Honeywell for a free kit containing a replacement PCB and propane smart sensor cartridge. You will need to know if the propane detector(s) you are servicing are Network or Standalone model(s).  If you're not sure, look at the product label: 1) E3SA, E3SAH o E3DA – Standalone models ↳ Use kit Part # 1309K0100 2) E3SM, or E3DM – Network Model ↳ Use kit Part # 1309K0101
If the serial number contains a date code of <b>19</b> or greater	No action required.

## If the serial number contains a date code of 15-18 in the date position, what replacement PCBA kit do I need to order?

If you need to replace a PCBA, You will need to know if the E3Point propane detector(s) that you will be servicing are Network or Standalone model(s). If you're not sure, look at the product label for the model number (circled in red in the photo below):

- E3SA, E3SAH or E3DA – Standalone models
  - ↳ Use kit # 1309K0100
- E3SM or E3DM – Network Model
  - ↳ Use kit # 1309K0101



## What is included in the PCBA kit?

The PCBA kit will include both the replacement PCBA and a new replacement smart cartridge for propane.

## Why is this service required for propane only?

Life-testing in the Honeywell test laboratory indicated that propane sensors may not meet Honeywell's standards for sensor cartridge life. It was not indicated for any other sensors.

## Do I need to return the sensor cartridges or PCBs that I remove?

If you provide proof of removal and attest to destruction of the materials referenced in this Notice, then you need not return them. Provide this with a claim, through our online [E3Point Propane claim portal](#). Suitable proof of removal and destruction:

- A photograph of removed components, with the words "DO NOT USE" written using a permanent marker, such as a Sharpie OR a screwdriver driven through the component to render it unusable. The serial number must be legible.

How to submit a claim:

- Visit [E3Point Propane claim portal](#)
- Complete and upload the Return Documentation Spreadsheet, which will document which devices have been serviced.
- Upload photos of all components taken out of service.

See the following page for examples of acceptable documentation photos.



## **Can I get a supply of propane cartridges and PCB kits in advance, so I don't have to make two service visits?**

You can request a small supply of replacement cartridges and/or PCB kits in advance. To make this request, send an email to [E3PointPropane@Honeywell.com](mailto:E3PointPropane@Honeywell.com) specifying the components required and the RMA # provided by Honeywell for this effort. If you have not received an email with your RMA # by February 8, and need to perform service work required by this notice, send an email to [E3PointPropane@Honeywell.com](mailto:E3PointPropane@Honeywell.com) to request one.

Honeywell recommends ordering a small number of components to begin service, and placing a second or third order for components as the service visits are completed and needs have been assessed. The RMA # provided is specific to your company, and the same RMA # should be used for all your orders related to this effort.

## **Can Honeywell provide a list of Purchase Orders in which my company ordered E3Point for propane detection?**

Yes. This is being provided, and should be sent by February 8, 2019. All Honeywell channel partners who have purchased propane sensors for E3Point will get a personal contact. If you have not received an email by February 8 and need to make a claim, please send an email to [E3PointPropane@Honeywell.com](mailto:E3PointPropane@Honeywell.com).