

Product Information – Portable Gas Detection

ALTAIR® 4XR Battery Charge Notice – Firmware Update Available



12/20/2022

Dear MSA Customer,

As previously communicated on 8/23/2022, all ALTAIR 4XR Multigas Detectors produced between April 1, 2022 and August 9th, 2022 experience a non-safety related performance issue that was caused by a vendor supplied component. This issue causes the battery to rapidly drain when the instrument is off. While not a safety issue, we recognize that it is an inconvenience. Effective immediately, a firmware update is available that will enable the detector to perform as expected.

In order to receive the firmware update, customers are advised to send their instrument to an MSA Service Center or certified channel partner. MSA will cover the cost of the update as well as shipping per our warranty procedure, and the Service Center or channel partner will update the firmware on your instrument(s). Please contact customer service to start this process.

If you have any questions please reach out to your local MSA sales representative.

We appreciate your patience and apologize for any inconvenience over the past few months. Please know that MSA is committed to providing the best experience possible to our customers. We truly value the opportunity to help you with your gas detection needs. Thank you for your business and the opportunity to make this right.

Kind regards,

A handwritten signature in black ink, appearing to read 'Minna Ranjeva', with a stylized flourish at the end.

Minna Ranjeva
Global Product Line Manager
Portable Gas Detection

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The date of manufacture can be determined by looking at the back label. The date code is indicated by a letter representing the month followed by 2 digits representing the year. A19 = January 2019

