Safety Alert 016
Developed with Testo Limited

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Title: Testo 330-1 and 330-2 Flue gas Analysers (pre 2012 models) Firmware Revision

Date issued: 28 January 2015

> *This Safety Alert provides guidance to Gas Safe registered businesses/engineers on a product safety notification recently issued by Testo on two models of their non-current range of flue gas analysers*

Introduction
This Safety Alert (SA) has been published to highlight a possible error in firmware on two models of flue gas analysers manufactured by Testo.

Background
Testo have issued a Product Safety Notice regarding two models of flue gas analysers that may be currently in use with registered businesses/engineers. This Safety Alert includes the details of the Product Safety Notification as issued by Testo.

This affects testo 330 flue gas analysers, but only the version with the **grey housing** and **black-and-white display** (production period 2006-2011) and Firmware version 2.02. If you own a newer testo 330 with black housing and colour display, this does **NOT** affect you.

Problem
Testo has discovered an error in Firmware version 2.02 which causes the instrument to display an incorrect value when measuring ambient CO content while using the flue gas probe. This causes the instrument to display no CO content, even if the ambient air does contain levels of CO. In such circumstances there could be an increased risk for personal safety and this could lead to serious health damage.

How to identify affected instruments
Only flue gas analysers as listed below are affected by this safety alert.

Table 1 – Analysers affected by Firmware issue				
Model Number	Part No. (on data badge)	Firmware Installed	Identifying Features	Production Period
Testo 330-1	0632 3304	2.02	Grey housing and a black-and-white display	2006 - 2011
Testo 330 -2	0632 3305	2.02	Grey housing and a black-and-white display	2006 - 2011

Action Required
To identify if an analyser is one of those described above, check the part number (Bestell – Nr) as shown on the instrument specification plate located on the rear of the instrument (see **Figure 1** for details of specification plate). All serial numbers with this part number are involved. If the model corresponds to the information on the specification plate, the version of firmware installed should be confirmed.

To confirm the version of firmware installed select 'Inst Diagnostics' from the Main Menu and the Firmware version will be displayed (see **Figure 2**).

If the firmware is found to be version 2.02, it is important that the Firmware is updated to Version 2.03. Please contact Testo to arrange the return of the analyser to Testo where the update will be carried out free of change.

Further Information

For further information please contact Testo Customer services on 01420 566846 between the hours of 08:15 to 17:00 Monday – Friday, email service@testo.co.uk , or see the Testo website www.testolimited.com for further contact details.

Identification of Testo 330-1 and 330-2 analyzers

1. Check the part [Bestell] No. of the instrument from the specification plate

Figure 1 – Showing the specification plate on the rear of the instrument (check [Bestell Nr] against numbers of affected instruments as given in **Table1**)**.**

2. Check the firmware version in your instrument

Under Main menu select 'Inst. Diagnosis'
Firmware version will be displayed
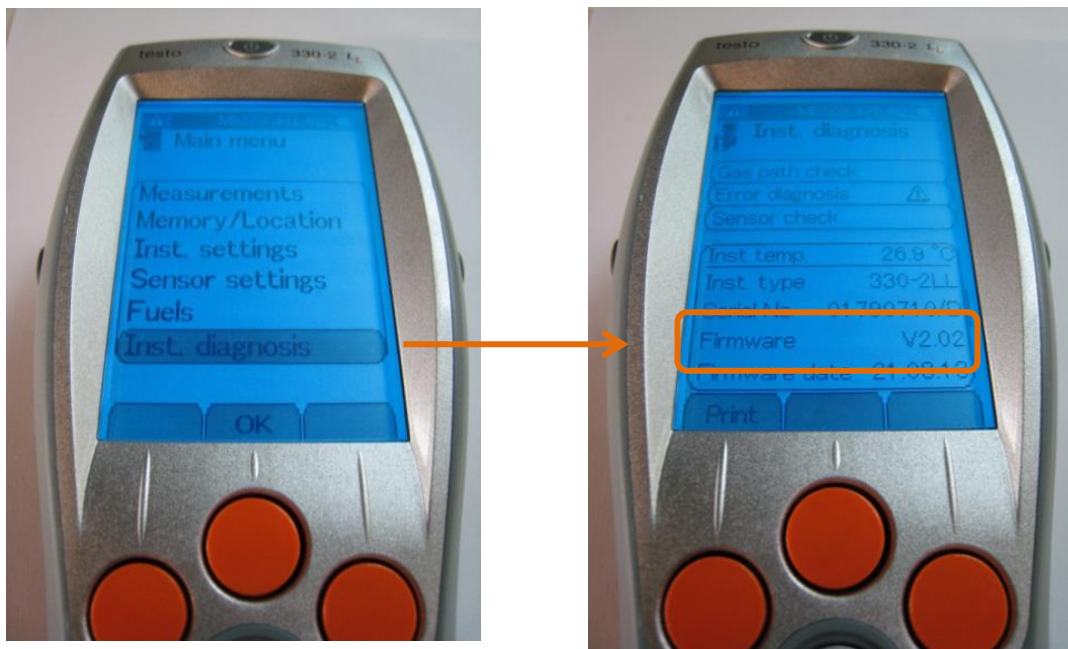If Firmware displayed is V2.02 then action is needed

Figure 2 – Showing the firmware version displayed on the Instrument diagnosis page of the analyser

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