



Industry Notification

Product Alert

Product Management – Coal Mining Industry Notification

IN00003 December 2020

Gasguard 2 Display Issue

PURPOSE

The purpose of this notification is to inform real time gas monitoring system designers and maintainers of a recent firmware anomaly and the importance of identifying and understanding potential failure modes.

ISSUE

A firmware anomaly within the GG2 (Gasguard 2) Display Unit means that it is possible (although unlikely) that the reading of the sensor connected to the display may become compromised, resulting in it becoming non-responsive to the monitoring system. Ampcontrol is aware of an identified instance of this occurring.

To mitigate the risk of this firmware anomaly Ampcontrol are in the process of releasing a GG2 Display module firmware update.

ITEMS EFFECTED

GG2 Display Modules:

- Item # 178983 – GG2 Display (Analogue and Modbus)
- Item # 178984 – GG2 Display (Analogue and iMAC)
- Item # 178985 – GG2 Display Glanded (Analogue, iMAC and Modbus)
- Item # 181639 – Remote GG2 Display (Analogue and Modbus)
- Item # 181638 – Remote GG2 Display (Analogue and iMAC)
- Item # 181637 – Remote GG2 Display Glanded (Analogue, iMAC and Modbus)

WHAT TO DO

It is essential for users of GG2 gas monitoring systems, whilst awaiting the release of the firmware update, to perform the following:

- Monitor Gas analogue registers and alarm/trip on static values (raw data).
- Ensure power is cycled to the GG2 Display Module post maintenance events (not exceeding a period of 1 month)

WHAT NEXT

Ampcontrol will be in contact with users of GG2 Display modules to schedule site visits to deploy the firmware update.

FIND OUT MORE

For more information on this Notification, contact Ampcontrol Customer Service on +61 1300 267 373 or customerservice@ampcontrolgroup.com

DISCLAIMER

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