

## FAQs for Distribution Partners – GasAlertMicroClip XL

Frequently Asked Questions for Distributor

Inside Sales, Outside Sales and Service Teams

Please contact your Regional Sales Manager with any additional questions. We will be pleased to add additional questions to this list that will help you. Customer FAQs are located on our website.

### General FAQs for Distributors

**Q: Does the GasAlertMicroClip XL gas detector replace the GasAlertMicroClip XT?**

No. Both models will be offered – GasAlertMicroClip XL and GasAlertMicroClip XT – with yellow or black housing. The GasAlertMicroClip XL option offers a longer battery life with a marginal size/weight difference. Both models can be ordered with the configuration of 1, 2, 3 or 4 gas sensors: hydrogen sulfide (H<sub>2</sub>S), carbon monoxide (CO), oxygen (O<sub>2</sub>) and/or combustible gases (%LEL).

**Q: What is the difference between a GasAlertMicroClip XL and a GasAlertMicroClip XT gas detector?**

The GasAlertMicroClip XL model delivers the same great features and values as the GasAlertMicroClip XT model, but is equipped with an enhanced rechargeable battery for extra long runtimes. The GasAlertMicroClip XL model is only 0.1 in. (0.2 cm) thicker and 0.7 oz. (20 g) heavier than the GasAlertMicroClip XT model. Choose GasAlertMicroClip XL for work environments with longer shifts or cold weather.

**Q: What is the runtime on the GasAlertMicroClip XL battery?**

The GasAlertMicroClip XL comes equipped with an enhanced capacity lithium polymer battery. The battery recharge time is 6 hours. The GasAlertMicroClip XL detector runs for an 18 hour shift and is extreme-weather tested to ensure robust operation in harsh environments. As normal, battery runtime depletes in cold temperatures. Testing however, proves a minimum 12 hour run-time in 4°F / -20°C temperatures after a 2 years instrument life.



**Q: How does the GasAlertMicroClip XL gas detector perform in extreme weather conditions?**

GasAlertMicroClip XL gas detectors are rigorously tested to withstand harsh environments and extremes in weather while providing reliable operation. Testing includes humidity highs and lows, hot and cold temperature variations, as well as water resistance. Refer to the datasheet or manuals located on our website [www.gasmonitors.com](http://www.gasmonitors.com) for temperature, humidity and IP rating specifications.

**Q: How do I tell the difference between a GasAlertMicroClip XL and GasAlertMicroClip XT gas detector in my mixed fleet?**

The best way to visually identify your detector model is to look at the bubble label on the front of the detector. The GasAlertMicroClip XL is indicated on a grey label and the GasAlertMicroClip XT is marked on a yellow label. You can also check the order number printed on the certification label located on the back of the instrument (prefix MCXL- for XL models; prefix MC2 -for XT models). The front housing form on both models is identical to ensure compatibility with the docking module and other accessories. You will notice only a minor variation on the back housing form between the models. The weight difference between XL and XT models is so slight it is very difficult to tell simply by holding them.

**Q: Why is the BW list price the same for GasAlertMicroClip XL and GasAlertMicroClip XT models?**

The GasAlertMicroClip XL introductory list price is higher than the GasAlertMicroClip XT model. An instant rebate offered on GasAlertMicroClip XL detectors models, over a promotional period, lowers the list price making it even easier for you to sell. (Refer to the promotional flyer for details (located on the BW Partners' Resource Site).

**Q: Can I upgrade my existing GasAlertMicroClip XT detector to a GasAlertMicroClip XL model?**

No.

**Q: Is there a product trade-in promotion for GasAlertMicroClip XL?**

Not at this time. Instead, take advantage of the product launch promotion, offering an instant rebate off list price during the promotional period. Refer to the promotional flyer for details (located on the BW Partners' Resource Site).

## Accessory/Software Compatibility FAQs for Distributors

### **Q: I already own accessories for my GasAlertMicroClip XT detector. Can I use my accessories with the new GasAlertMicroClip XL?**

Yes. Simply insert and go, with no new investment. All GasAlertMicroClip accessories are compatible with both XL and XT detector models. See the BW 2014 Price List or GasAlertMicroClip XL order sheets for complete list of available accessories that include confined space kit options, carrying/protective accessories, sampling and testing equipment, charging options, IR DataLink for data download and MicroDock II docking system options.

### **Q: I already own a MicroDock II docking system with a GasAlertMicroClip XT docking module. Can I use it with my new GasAlertMicroClip XL detector?**

Yes. Simply insert your GasAlertMicroClip XL detector into your GasAlertMicroClip XT docking module and go. No new investment required. No new steps required.

*(Note: the front label on the GasAlertMicroClip MicroDock II docking module [module order number: DOCK2-0-1P-00-G] may indicate "GasAlertMicroClip XT", but is compatible with both XT and XL models of GasAlertMicroClip detectors.)*

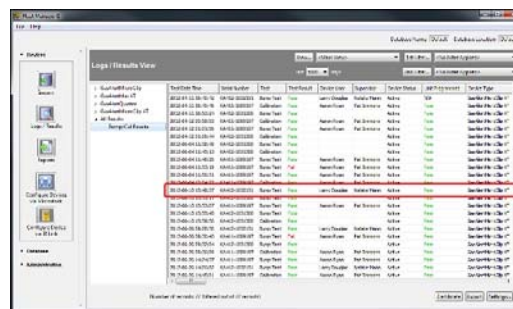
### **Q: What version of Fleet Manager II software is compatible GasAlertMicroClip XL detectors?**

GasAlertMicroClip XL operates with the Fleet Manager II software.

*(Note: when using Fleet Manager II software version 3.4.2 or lower (older), GasAlertMicroClip XL model detectors will simply appear as a GasAlertMicroClip XT detectors in the reporting. To have updated reporting labels, simply download the latest version of Fleet Manager II software from our website.)*



MicroDock II with module for GasAlertMicroClip detectors.  
(up to 6 modules on one base station)



Fleet Manager II Software

## Maintenance/Service FAQs for Distributors

### **Q: What is the warranty on the GasAlertMicroClip XL?**

The instrument including battery and sensors has a two year warranty. The GasAlertMicroClip XL battery has an 18 hour run-time and is cold weather tested and is guaranteed a 12 hour run-time at 4°F / -20°C during the entire warranty period.

### **Q: What firmware version does a GasAlertMicroClip XL detector ship with?**

The GasAlertMicroClip XL gas detector ships with the latest firmware for the GasAlertMicroClip line (version 40G or greater).

### **Q: Do GasAlertMicroClip XL and GasAlertMicroClip XT detector models use the same firmware?**

Yes.

### **Q: Can the GasAlertMicroClip XL rechargeable battery be replaced?**

No, the battery alone cannot be replaced as it is soldered onto the PCB board. Customers have two options if they need to replace a GasAlertMicroClip battery.

- 1) Customers can purchase the replacement PCB (MCXL-MPCB1) that includes the battery already soldered onto the PCB.
- 2) Customers can send the unit in to a BW Manufacturer's Service site to have the battery replaced.

### **Q: Do GasAlertMicroClip XL and GasAlertMicroClip XT detector models use the same sensor replacements?**

Yes. Both detector models use the same replacement sensors.

*(Note: the oxygen sensor released with the GasAlertMicroClip XL detector – replacement part SR-X2V – is the recommended oxygen sensor replacement and is compatible with both GasAlertMicroClip XL and GasAlertMicroClip XT detector models. The SR-X10-C1 replacement oxygen sensor, continues to be offered and is also compatible with both XL and XT models of GasAlertMicroClip detectors.)*

## Q: What are the differences in replacement parts for GasAlertMicroClip XL and GasAlertMicroClip XT detector models?

Some replacement parts are the same for both GasAlertMicroClip XL and GasAlertMicroClip XT detector models including: the flex PCB, all sensors, the sensor screens, the LCD kit and housing screws. Model-specific replacement parts for GasAlertMicroClip XL and GasAlertMicroClip XT detectors may have components that are used in both detector models but at least one component in the kit is specific to the XL or XT model. These include the front and back enclosure replacement kits and the battery with main PCB replacement kit.

Table: Replacement Part Compatibility for GasAlertMicroClip Detector Models

| GasAlertMicroClip detector model compatibility          |                     | Replacement Part                                                                                                                                                                                    | Notes                                                                                                     |
|---------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| XL                                                      | XT                  |                                                                                                                                                                                                     |                                                                                                           |
| MCXL-FC1<br>MCXL-FC1B                                   | MC2-FC1<br>MC2-FC1B | Front enclosure, yellow<br>Front enclosure, black                                                                                                                                                   | Front housing is the same piece, however the bubble model identifier affixed to housing is model specific |
| MCXL-BC1<br>MCXL-BC1B                                   | MC2-FC1<br>MC2-FC1B | Back enclosure, yellow<br>Back enclosure, black                                                                                                                                                     | Shape of back housing differs between XT and XL detector models                                           |
| MCXL-MPCB1                                              | MC2-PCB1            | Main PCB/battery, housing screws and alligator clip                                                                                                                                                 | Same PCB, but different battery comes soldered to PCB.                                                    |
| MC2-FPCB1                                               |                     | Flex PCB                                                                                                                                                                                            | Same part for XL and XT                                                                                   |
| SR-X2V<br>SR-X10-C1<br>SR-W-MP75C<br>SR-H-MC<br>SR-M-MC |                     | Oxygen (O <sub>2</sub> ) sensor, recommended<br>Oxygen (O <sub>2</sub> ) sensor, available<br>Combustible (LEL) sensor<br>Hydrogen Sulfide (H <sub>2</sub> S) sensor<br>Carbon Monoxide (CO) sensor | Same part for XL and XT<br>SR-X2V oxygen sensor is a newer oxygen sensor.                                 |
| MC-LCD1                                                 |                     | LCD kit                                                                                                                                                                                             | Same part for XL and XT                                                                                   |
| MC-SCREW-K1                                             |                     | Housing screws, kit of 20                                                                                                                                                                           | Same part for XL and XT                                                                                   |
| MC2-SS                                                  |                     | Quad sensor screen, kit of 2                                                                                                                                                                        | Same part for XL and XT                                                                                   |
| MC2-SS-K1                                               |                     | Quad sensor screen, kit of 10                                                                                                                                                                       | Same part for XL and XT                                                                                   |



## Learning FAQs for Distributors

### **Q: How can I get more information and/or tools to help me sell, support and service the GasAlertMicroClip multi-gas detector?**

For more information and support tools on the GasAlertMicroClip XL multi-gas detector:

- 1) Check out the GasAlertMicroClip product page on our website at [www.gasmonitors.com](http://www.gasmonitors.com)
- 2) Check out the BW Partners' Resource Site at <http://partners.gasmonitors.com/> for distributor selling tools including price sheets, flyers, images, write-ups, datasheet ordering, etc.
- 3) Contact your Regional Sales Manager.

### **Q: How do I access additional training resources for the GasAlertMicroClip XL multi-gas detector?**

For additional information and training on the GasAlertMicroClip XL multi-gas detector:

- 1) Check out our website at [www.gasmonitors.com](http://www.gasmonitors.com) for a series of video shorts covering the basics such as base calibration, bumping testing and easy operation. *Coming Soon! – end of August*
- 2) Check out the BW Partners' Resource Site at <http://partners.gasmonitors.com/> for PowerPoint training decks that you can download and customize for internal use or to train your customers. *Coming Soon! – mid-August*
- 3) Contact your Regional Sales Manager, or
- 4) Check out Honeywell Analytics University (HAU) for portable product training opportunities. Simply click on our website at [www.honeywellanalytics.com](http://www.honeywellanalytics.com) and on the main page, scroll down and click "Learn at HA University".

Customer Experience Center →



Learn at HA University →



Check Out Our Gas Finder →

