Safety Notice for Ventis Slide-on Pump

Industrial Scientific Corporation has identified a potential issue with the Ventis Slide-on Pump (VSP). VSP units with serial numbers in the range 12XXXX-XXX to 1408XXX-XXX may not continuously alarm when a complete and repeated blockage occurs in the sampling path of the pump. Industrial Scientific discovered this through routine testing and is unaware of any instances of this issue occurring in the field. Only the Ventis Slide-on Pump (VSP) is affected.

To eliminate this risk, Industrial Scientific recommends that users perform a pump-block test IMMEDIATELY AFTER taking a sample with any VSP unit. This procedure (detailed on the next page) completely mitigates the risk of the issue.

It is further recommended that users of the affected VSP units contact Industrial Scientific at their earliest convenience to upgrade the VSP firmware at no charge (see below for details). Until such upgrade is completed, Industrial Scientific recommends that users perform the block-test procedure immediately after taking a sample.

VSP units affected by this notice have a silver caution label around the inlet. After an affected VSP unit is upgraded with the firmware fix, it will be returned with an orange caution label around the inlet.

WHAT TO DO NEXT

iNet Customers: Industrial Scientific will contact all iNet customers to arrange for VSP upgrades. Please contact your iNet Fulfillment Center (1-877-FOR INET (North America) / 00-800 CALL INET (Europe)) if you have any further questions or concerns.

All Other Customers (including iNet InSite Customers): Please contact Industrial Scientific using the following information:

North & South America, Australia & New Zealand: +1 412-788-4353
+ 03 9644 7777 (Australia and New Zealand)
1-800-DETECTS (338-3287) in North America only

Europe-Middle East-Africa region: +33 (0)1 57 32 92 61
+00 800-WORKSAFE (96757233)

Asia-Pacific region: +86 21 5899 3279

We recognize the inconvenience that this safety notice might cause and appreciate your cooperation and patience.

Sincerely,

Gregory S. Bako
Global Product Manager, Multi-Gas Solutions
Pump Block Check
Immediately after the sample has been drawn, perform the following steps:

**STEPS**
1. Block the flow of air at the furthest point from the pump in the sampling equipment (i.e. the end of filter on probe or tubing), and ensure a pump fault alarm occurs.
2. Verify that the VSP goes into pump fault alarm. Immediately remove finger once the pump fault alarm begins or after 10 seconds if no alarm is sounded.

If the pump does not go into a pump fault alarm as expected, there is a blockage in the sampling path of the pump. Perform the following steps to clear the blockage:

**Clearing a Blockage in the Sampling Path of the VSP**

1. Power OFF the pump and examine the sampling path of the pump (this includes removing the inlet cap, inlet filter, tubing, probes, and dust filters) to locate and clear the obstruction. (Inlet cap removal and examination of inlet filter shown above).
2. Power ON the pump, re-attach all sampling equipment, and again perform the Pump Block Check. Note: Inlet filter must be installed in pump. The side with the larger filter surface should be facing the instrument operator.
3. If the blockage was found after the Ventis Slide-on Pump was used to sample an area, the area MUST be resampled.

**Caution Labels**
The easiest way to determine if a VSP unit has been upgraded is by checking the color of the caution label on the pump inlet. Affected VSP units have a silver caution label around the inlet. VSPs with the firmware fix will be returned with an orange caution label around the inlet (see photos below).
Frequently Asked Questions

Q1. Why should I do the pump block check after taking a sample?
A1. Performing a pump block check immediately after taking a sample ensures you know whether the pump or any sampling equipment (tubing, probe, filter, etc.) had a blockage that may have resulted in inaccurate monitor readings. If the pump goes into a pump fault when you perform the pump block check after taking the sample, there was no blockage. If the pump does not go into pump fault when you perform the pump block test after taking the sample, there was a blockage. The blockage in the sampling path of the pump must be cleared and the sample must be repeated.

Q2. Can I do the pump block check on the VSP just once after taking a sample, rather than before and after?
A2. Yes. Doing the pump block check just once after the sample has been taken is sufficient to ensure safe operation. Doing the pump block check both before and after has the added benefit of reducing the need to take an extra sample in cases in which a blockage may have been detected before the sample was drawn.

Q3. Do I need to continue to do the pump block check after each sample once my VSP has been upgraded?
A3. Yes, it is best practice that a pump block check be performed on the VSP before and after each sample is taken.

Q4. How can I tell if my VSP unit has been upgraded?
A4. The easiest way to determine if a VSP unit has been upgraded is by checking the color of the caution label that is applied to the pump inlet. Affected VSP units have a silver caution label around the inlet. VSPs with the firmware fix will be returned with an orange caution label around the inlet (see photo below).

Q5. Why does my upgraded VSP now go into a pump alarm when an inlet filter is not installed?
A5. The firmware change that ensures the VSP continuously alarms when there is a complete and sustained or repeated blockage in the sampling path of the pump relies on the inlet filter being installed. Therefore, if the inlet filter is not installed, the unit will go into a pump system alarm and an inlet filter must be installed. This filter is also critical to keeping dirt and debris out of the pump motor.

Q6. Is it safe to use a VSP that has not been upgraded?
A6. Yes, as long as a pump block check is performed immediately after taking every sample.