

MPS Sensor Temporary Failure Issue and Resolution

Temporary Sensor Failure

Blackline Safety has identified a hardware issue with the first version of our MPS-compatible G7 cartridges. Specific conditions can cause the MPS sensor to draw more power than our cartridge is able to provide. This can lead to a recoverable, temporary sensor failure.

This issue has been resolved with a hardware upgrade and only affects cartridges with an ID number of 83920 or lower. Customers with MPS sensors in this cartridge ID range who are experiencing a temporary sensor failure can contact Blackline Safety Support for a free cartridge replacement.

Causes of Temporary Sensor Failure

Blackline Safety has identified three potential causes of a temporary LEL-MPS sensor failure. In these cases, the sensor “fails safe,” entering an alarm state to notify the user that the sensor is not functioning properly.

- 1 Cold Weather** If exposed to temperatures below 0°C (32°F) for extended periods of time, the sensor may temporarily fail. This is more common at lower temperatures (-20°C or -4°F) and is less likely to occur if the worker is transitioning between climate-controlled areas and colder work areas.
- 2 High Gas Exposures** When exposed to a large amount (at or near 100%/vol) of combustible gas, the MPS sensor may indicate a sensor failure. Any active alert displayed on the device will be replaced by the “sensor failure” message. For monitored devices, any alert that has been detected by the device will remain active in Blackline Live until resolved by monitoring personnel. The device user should evacuate to a safe location until the sensor failure is resolved as outlined above.
- 3 Device Low Battery** Our G7 wearable devices are designed to draw reserve battery when in an alert state. In a case in which a device is in an active alert state, the device will cut power to the MPS sensor prior to fully powering down. In these cases, the alert on the device will be replaced by a “sensor failure” alarm. For monitored devices, any alert generated by the device will remain active in Blackline Live until resolved by monitoring personnel.

About Blackline Safety

Blackline Safety is a global safety technology leader. We provide comprehensive live monitoring and wireless gas detection to help teams working in hazardous environments respond to emergencies in real-time and manage efficient evacuations. Our talented team of designers and engineers create and manufacture everything in-house, from wearable technology and personal gas detectors to cloud-hosted infrastructure and web-based interfaces for global industry.

We have created the world’s first turnkey, work-anywhere safety monitoring solution that offers cellular wireless, remote gas detection, a two-way speakerphone and live monitoring to meet the demanding safety challenges of organizations in over 100 countries. Our vision is to become the leading supplier of wireless gas detection products in the world, and to that end, we offer the broadest and most complete portfolio in the industry.

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