

ALTAIR® 4XR, 5X Replacement Parts – Service Notice

Notice: 4XR and 5X Customers

Due to the unprecedented disruption to global supply chains Bluetooth functionality has been removed from 5X & 4XR units. There are no Bluetooth replacement boards for 5X and replacement Main boards for the 4XR, if needed during service, will remove Bluetooth functionality.

We have recently completed the transition to non-bluetooth as the standard for ALTAIR 4XR and ALTAIR 5X. We have made this decision based on the instability in the component supply chain. This also means that replacement boards for 4XR will no longer be built with Bluetooth.

For any unit built on or after 9/28/2022 there will be no issue servicing the instrument. For any unit built before 9/28/2022, **there will be an impact to customers, as the instrument will no longer support Bluetooth if a replacement board is installed.**

Please follow the below guidance as we manage these changes:

- If an ALTAIR 4XR instrument needs the PCBA replaced, the replacement board will remove Bluetooth functionality.
 - Customers should be aware:
“Due to the supply chain constraints impacting electronic components, we are no longer able to provide boards that support Bluetooth. Should you choose to have your instrument serviced, and it needs the PCBA replaced, it will no longer be able to connect to the ALTAIR Connect App via Bluetooth. It will still be fully functional as a gas detector and you will still be able to configure and pull data off the device through the GX2 or MSA Link with the IR dongle. Please confirm if you would like to move forward with the service of this instrument before proceeding.”
- If the PCBA is replaced, the front case of the 4XR will also be switched out to reflect the non-Bluetooth version.
- If an ALTAIR 5X needs the Bluetooth circuit board replaced, it will not be available. However, the device can be reconfigured as a non-Bluetooth device. The front case will also be replaced with one that does NOT show the Bluetooth icon.
- No approvals or certifications of the device are changed by removing Bluetooth.

We sincerely apologize for the inconvenience caused by this global supply chain issue. Please be assured that MSA is committed to maintaining continuity of supply for your gas detection needs in the best way possible and will continue to communicate changes in the market if they occur.

If you have serious concerns, please reach out to your MSA sales rep for further discussion.

Kind regards,



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Portable Gas Detection