

BW MicroClip

December 17, 2025

Customer Notice | Commercial in Confidence

Regions Affected: Global

Dear Valued Customers,

We have been made aware of concerns regarding a small number of BW MicroClip instruments showing signs of battery swelling.

We have engaged third party testing for a sample of batteries and confirmed that the batteries do not show signs of manufacturing defect; rather, the swelling of batteries is likely due to a combination of high state of charge and/or high temperature exposure. As part of Honeywell's continuous improvement process, a design change has been made to restrict battery charging to a specific temperature range over time. The design has been completed and is now pending certification.

The BW MicroClip is fitted with a lithium-ion battery. It is well known within the battery industry that lithium-ion batteries have the potential to swell. Battery swelling is a result of a chemical reaction within the battery that increases the internal pressure, which then leads to the battery swelling. If swelling occurs, the battery has reached its end of life and should be promptly disposed of properly.

Causes of swelling can include, but are not limited to:

- Physical damage through misuse
- Overheating
- Over-charge or over-discharge
- Repetitive top-off charging
- Age & environmental conditions, such as temperature

Honeywell recommends that you check the batteries in any MicroClip instruments as soon as reasonably practicable and conduct subsequent inspections on a regular basis.

What to do with swollen batteries:

- Swelling is irreversible so it is imperative not to ignore, and customers should take immediate action. Even if the device still works, the battery must be replaced immediately.
- Do not attempt to or otherwise puncture a battery whether to release the gases causing the swelling or for other purposes. The accumulation of gases will make the expanded lithium-ion battery fragile, and it must be handled with care.
- If possible and can be done safely, remove and replace the battery carefully.
- Honeywell recommends that any swollen batteries be quarantined in a fireproof container or other fireproof location prior to their disposal.

- Swollen batteries should be disposed of as hazardous waste in accordance with local laws and restrictions.

If you do encounter any swollen batteries please record both the instrument serial number and the board serial number and submit this information to our Technical Support team via our support portal: <https://sps-support.honeywell.com/s/>. Do not return swollen batteries to Honeywell.

When submitting your case, please select Case Reason: Quality | Defect | Reliability and use the Subject: MicroClip Swollen Battery as shown here:

Honeywell Gas Analysis and Safety

Contact Technical Support

SUBMIT A SUPPORT CASE

* MY PHONE NUMBER

* MY EMAIL ADDRESS

* CASE REASON

Quality | Defect | Reliability ▼


* SUBJECT

* DESCRIPTION

Enter the instrument serial number and board serial number here.
If you have more than one unit please indicate that here and attach a list of serial numbers.

PART# / PRODUCT NAME / SKU

SERIAL#

 Upload File

SUBMIT

For detailed step-by-step instructions on how to submit a case via the support portal, please follow this link: <https://sps-support.honeywell.com/s/article/How-to-submit-or-create-a-Technical-Support-Case-in-the-SPS-Support-Portal>

Sincerely,

Mary Hollingsworth

Sr. Director Offering Management
Honeywell | Portable Gas Detection