



July 2nd 2025

IMPORTANT PRODUCT SAFETY NOTICE

Brand: Emerson

Model: Smart-Alek

Type: Smart-Aleks with Cellular modems. Satellite Smart-Aleks are not impacted.

BACKGROUND

Canadian wireless telecommunications providers are phasing out their 3G (HSPA) service which impacts all 3G-only device connectivity, including Smart-Aleks. As 3G networks are turned down, Smart-Aleks will permanently lose connectivity without a technology upgrade of the cellular modem hardware and Smart-Alek firmware.

POTENTIAL SAFETY RISK

Smart-Aleks are CSA certified to Class I, Division 1, Groups C and D, and Class I, Zone 0, AEx ia [ia] IIB T3. To maintain this CSA Mark, a CSA design assessment must be completed whenever a key Smart-Alek component is changed, including the cellular modem. Failing to complete the required CSA assessment voids the CSA Mark, resulting in potential safety and/or liability issues.

RISK AVOIDANCE

Emerson offers the only Smart-Alek LTE-M technology upgrade that maintains the original CSA Mark. Emerson's LTE-M upgrade has been tested in accordance with ICES-GEN, ICES-003(B) Issue 7, FCC 47, CFR 15.107 and 15.109 (RF Emissions standards required to deploy electrical equipment in Canada).

Emerson's LTE-M upgrade package, in conjunction with Emerson's DeltaV SaaS SCADA, also ensures continued Directive 17 compliance and accurate volume flow rate calculations as flow related calculations are performed on the cloud platform, and not within the Smart-Alek device.

Emerson's Smart-Alek product support is outlined below.

- Unauthorized Smart-Alek alterations disqualify the device from future Emerson support.
- Emerson Smart-Alek Repair Services & Authorized Replacement Parts:
 - Continuing a best-efforts basis, dependent on component availability

Thank you for your attention to this important matter, we're here to help!

For more information regarding this notice, please contact [DeltaV SaaS SCADA Support](#) at 1-866-732-6967.