



## URGENT CUSTOMER NOTICE

Devices running Crimson® 2.0, 3.0, 3.1 and 3.2 will display inaccurate timestamps on data, alarm, and event logs on and about March 22, 2024. Additionally, the device may cease to operate or automatically restart at the initial time of failure.

Operation can be restored by power-cycling the unit, and if a GMC message is displayed on an HMI, clearing the error via the touchscreen or keyboard.

Once the device is operable, communications should be restored, but incorrect dates will continue to be displayed. Viewing the data logs via the trend viewer may result in further restarts or failures.

Red Lion is urgently working on a fix. We will notify you when the update is available. In the meantime, if you need further assistance or information, please contact Red Lion support via the methods listed below.

support@redlion.net  
+1 (877) 432-9908

[Contact Red Lion Support](#)

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