



## PRODUCT ADVISORY LETTER (PAL)

---

### PRODUCT ADVISORY LETTER NO.: CU46-11002

**DATE:** Nov. 4, 2011

**AFFECTED PRODUCT(S):** UPLC

**AFFECTED MODULE(S):** All UPLC Transceiver modules (CU20-XVRMN-001) with version 3.05 or lower (PPC) firmware.

**SYMPTOM(s):** Operational issues occur as detailed in the release notes.

**RECOMMENDATION:** Ametek requires the corrective action listed below be taken for all UPLC systems, whether or not symptoms have been experienced.

**CORRECTIVE ACTION:** Upgrade to the latest version of firmware, which is version 3.06. Customers with UPLC versions 2.00 to 3.05 (PPC) firmware can download the firmware update files and follow the directions in the release notes. Directions on downloading files were included in the email sent to all UPLC customers on record. Should you need additional details, please call our customer service at phone # 800-785-7274.

Units which have version 1.xx (PPC) firmware or older hardware Transceiver boards CU20-XVRMN-001 rev. 4 will require sending the UPLC Transceiver modules (CU20-XVRMN-001) in for updating by Ametek. If needed, advance replacements can be supplied on a limited basis and the affected modules can be returned using the same packaging. Call Ametek at phone # 800-785-7274 (customer service) and reference this PAL to obtain an RMA number. This modification is available at no charge and will not affect any applicable warranty.

**TECHNICAL DETAILS:** This is a major firmware upgrade that resolves several firmware issues. A list of resolved issues is detailed in the released notes. **It is required that you upgrade all of your UPLCs to this latest firmware.** Upgrading one end prior to the other end should not present any problems other than those as outlined in the firmware issues.

You can identify version numbers from the front panel keypad [Press Set, enter password (4050 default) then set again, enter "2" for configure, enter "4" for view revisions, Power PC ver.\_\_\_] or from the web-browser interface (Admin page, software/firmware tab, PPC ver.\_\_\_ and Transceiver board hardware revision\_\_).

Ametek Power Instruments appreciates your past support and we want to continue to provide you the best service possible. Please help us by letting us know if future notices should be sent to another individual.

PAL: CU46-11002