

PRODUCT ADVISORY LETTER (PAL)

PRODUCT ADVISORY LETTER NUMBER: CU46-16002

(Firmware upgrade/downgrade issues)

DATE: April 29, 2016

AFFECTED PRODUCT(S): UPLC/UPLC-II

SYMPTOM(s): Upgrade issues occurring when accidentally using code loader file for the newer (3.0x and higher) version firmware units.

WARNING: When updating the UPLC/UPLC-II from **Version 3.0x or 4.0x** to 4.05, **do NOT use the code loader file** (UPLCL1_5.mem) as it will cause the unit to lock up. This file is only required for firmware versions 2.0x and lower that are being upgraded.

Also Ametek recommends that UPLC/UPLC-II firmware **never be downgraded** to a lower version without sending into the factory as this can cause some issues with the unit.

CORRECTIVE ACTION: If you accidentally use the code loader file when you shouldn't the Transceiver board in the UPLC/UPLC-II will need to be sent back to the factory for resetting. Call Ametek at phone # 800-785-7274 (customer service) and reference this PAL to obtain an RMA number.

TECHNICAL DETAILS: The code loader file is included in the download release package but should not be used for upgrading unless you have an older firmware version 2.0x or lower. Although the upgrade instructions in the release notes do include this notice there have been enough occurrences of wrongly doing this that we wanted to warn the customer base.

Firmware Version	Use Code Loader
1.0x	YES
2.0x	YES
3.0x	NO
4.0x	NO

Additionally downgrading to a lower version can cause issues with the memory storage in the Transceiver board and it is best that the factory do this.

AMETEK 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: CU46-16002