



PRODUCT ADVISORY LETTER (PAL)

PRODUCT ADVISORY LETTER NO.: CU46-08002a

DATE: April 21, 2008

AFFECTED PRODUCT(S): UPLC

AFFECTED MODULE(S): All UPLC Transceiver modules (CU20-XVRMN-001) that shipped before 3-1-08

SYMPTOM(s): Various operational problems occur as detailed in the release notes.

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

CORRECTIVE ACTION: Customers having UPLC chassis with the Ethernet option can download the needed 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.

However, for units which do not have the Ethernet option, this 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) to obtain a RMA number and reference this PAL. 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 strongly suggested 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 outline in the firmware issues.

There are two separate upgrades available: One to upgrade from UPLC (PPC) version 1.05, which shipped until Oct. 12, 2007, to 2.04, and another one from UPLC (PPC) version 2.00, which shipped starting on Oct. 12, 2007, to 2.04. 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-based interface (Admin page, software tab, PPC ver. __).

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.

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