

Teledyne CETAC Technologies

SERVICE BULLETIN

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| Subject: ELEMENT & NEPTUNE software won't work with an ASX-280 or ASX-560 | Bulletin No: SB022017 |
| | Date Issued: 09/2017 |
| | Priority: Medium |

Product: ASX560/ASX280

Serial Numbers: All
Serial Numbers start by month (MM), year (YY) and units built that month (i.e., MMYyxx)

Service Location: Customer Site CETAC Technologies

Responsibility: Customer Trained CETAC Representative

Replacement Parts: Customer CETAC Technologies

DESCRIPTION

The ELEMENT and NEPTUNE software use an absolute positioning command not supported by the out-of-the-box settings of the ASX-280 and ASX-560 as they are configured and sold to Thermo Fisher Scientific.

IMPLEMENTATION

An application named 'CETAC ASX-280or560 Update 4 ELEMENT & NEPTUNE.exe' has been created that allows a customer to very easily update the configuration of their ASX-280 or ASX-560 software so it will be compatible with the ELEMENT and NEPTUNE software.

To perform this update, the customer should:

1. Power on the autosampler and connect it to the PC via serial or USB cable.
 2. Execute the aforementioned software & accept the license agreement.
 3. Select the COM port the autosampler is connected to.
 4. Click the 'Update' button.
 5. Upon completion of the update, power cycle the autosampler.
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PARTS

| Part Number | Description |
|-------------|-------------|
|-------------|-------------|

N/A

AVAILABLE DOCUMENTATION