



Document Number: 11696-004
Issued: 14 October 2004 Revised:
Revision Letter: N/C
Release Date: 14 October 2004
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Service Bulletin

HandECount Background Update Issues Versions 2.15 and Earlier

Important Notice:

A customer recently reported that when they abort the background count process on their HandECount, they observe inconsistent/inaccurate sample measurements.

Statement of Issue:

After testing by Thermo Electron it was determined that, if the user aborts a background count, the HandECount does not clear the counts that it has in memory. The HandECount then uses these counts to calculate the background by dividing by the abbreviated elapsed time. This background count data is then used in future sample measurements up until the time that it is replaced by a properly completed background update. This could result in a less accurate sample measurement. The inaccuracy will not change until the user performs a new background count and only then if the background count is not aborted.

Please note that the accuracy of the measured backgrounds varies inversely with the background count time. Very short background update times have a higher inaccuracy than longer count times.

The HandECount operates properly if the user allows the instrument to complete the background updating routine. It is important to note that if the user specified forced background updating interval has passed, the HandECount will not allow the return to the operational sample counting mode until a full, uninterrupted background update is completed. This ensures that the HandECount will not operate for an extended period of time with abbreviated background data.

Affected Units:

This issue affects any HandECount with serial number 542 and lower or any HandECount with software version 2.15 or lower.

Recommended Action:

Thermo Electron is requesting users to immediately train their personnel on the importance of allowing the HandECount to fully complete the background updating process.

Thermo Electron is in the process of correcting the HandECount Software so that if the user aborts a background update the previously stored background values will be used instead of the results of the aborted background values.

Thermo Electron recommends that the HandECount be upgraded to version 2.16 or greater. An upgrade kit with the new software will be provided with installation instructions.



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Updating the HandECount:

To request a complimentary software upgrade kit, "**HandECount-Service Kit**", please complete the following page and return it to Scott Lamb. If you have any additional questions regarding this Service Bulletin, please contact Jeff Sawyer. It is anticipated the software upgrade kit will be available within three weeks.

Scott Lamb	Jeff Sawyer
Phone: (800) 678-7088, ext. 3453	Phone: 800-274-4212 ext. 1940
Direct: (505) 428-3453	Direct: 505-428-3462
Fax: (505) 428-3530	Fax: 505-428-3535
E-mail: scott.lamb@thermo.com	E-Mail: jeff.sawyer@thermo.com

We regret any inconvenience this situation may cause you; however we believe it is in the best interest of all parties to follow the recommendations of this Service Bulletin. If you have any questions concerning this Service Bulletin please contact us.



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I have received this Service Bulletin, understand the content, and agree to comply with the instructions given.

Company:	
Contact Name:	
Title:	
Phone Number	
Email Address	
Shipping address	
Model Number	HandECount
Serial Number(s)	
Request Item:	HandECount-Service Kit
Signature:	
Date:	

Return the completed form to:

Scott Lamb
Thermo Electron
P.O. Box 2108
504 Airport Road
Santa Fe, NM 87504
USA
scott.lamb@thermo.com
Fax: +1 505 428 3530