

PhD Lite Multi-Gas Detector with Software Version 3.00 - 3.18

Date of Publication: October 30, 2003

Part numbers: 54-23-####A, 54-23-####N Software Versions: 3.00 - 3.18

Dear Biosystems Customer:

A situation has come to our attention regarding software version 3.00 through 3.18 in the PhD Lite Multi-Gas Detector that has made the PhD Lite unsafe for use. If you have a PhD Lite with software versions 3.00 through 3.18, you must discontinue use of the product immediately. Under some circumstances, the PhD Lite with software versions between 3.00 and 3.18 may stop actively detecting gas while continuing to show safe readings. Use of the PhD Lite with software versions 3.00 through 3.18 may lead to serious personal injury, including death.

An immediate solution to this problem is to re-flash the instrument software to version 2.04. All changes made in the development of software versions above 2.04 (including all versions between 3.00 and 3.18) involved compatibility with Biosystems IQ System. The detector's field operations were not changed in the course of these upgrades, so re-flashing the instrument will make your PhD Lite incompatible with the IQ System, but no other detector functions will be affected.

At this point the problem has only surfaced in instruments that have been upgraded to version 3.18 from earlier software versions. Although we have not received notice of problems with earlier software versions, Biosystems has taken a conservative approach. All users of the PhD Lite with software version 3.00 through 3.18 must immediately cease use of the product, until they can be re-flashed to version 2.04. Biosystems is currently working on an upgrade to correct this issue and we hope to offer the upgrade shortly.

Re-flashings can be done in the field using a computer with IrDA. To retrieve version 2.04 log onto <http://www.biosystems.com/download/liteflash.htm> .

Orders of new instruments will be honored with software version 2.04 unless the customer prefers to wait for the new software version.

The PhD Lite firmware version is given in the start up screens.

A rectangular logo with a thick black border. The text inside is arranged in two lines: "biosystems" on the top line and "PhD Lite V.3.18" on the bottom line. The font is a clean, sans-serif typeface.

At this point Biosystems is not aware of any injuries resulting from this software issue. In the event that a PC with an IrDA port is unavailable, please contact Biosystems immediately at 800-711-6776 (+1 860 344-1079), or contact your distributor, to arrange for the re-flash to software version 2.04. Biosystems will re-flash the software in all

returned PhD Lite instruments free of charge in the interest of your safety. Biosystems requests that you obtain a Return Authorization (RA) Number prior to the return of merchandise. We apologize for any inconvenience this may cause and thank you for your immediate attention to this issue. It is important to us that the products we provide to you are reliable and easy to use. If you have any questions, please contact Biosystems' customer service or technical support at 800-711-6776.