

Service Information Letter 11_2010

1 Temporary Stop of Production of MAS-100 NT and MAS-100 NT Ex

Instruments affected: all MAS-100 NT and MAS-100 NT Ex

Change level:

- optional
- recommend by MBV
- mandatory
- for information only

2 Reason

The new generation air sampler MAS-100 NT and MAS-100 NT Ex have been launched with a new control circuit, a new lid of 300 x 0.6mm holes for higher impaction speed and with a new Li-Ion battery pack in early 2009.

Currently we are experiencing an increasing number of instruments failing either due to a defective charging board (instrument not charging or not switching off) or due to a broken blower (minimum flow not reached). As a result the instruments have to be returned for repair under warranty.

In a few cases the calibrated air flow of instruments using the 300x0.6mm head have been found to be below the correct flow rate. At this point it is unclear if this effect is related to the failure stated above.

In a few cases the calibrated air flow of the instruments using the 300x0.6mm head has been found to be below the correct flow rate.

Up to now our efforts to identify the root cause of this error have not been successful.

Given the global distribution of our instruments we decided to temporarily stop production of the mentioned instruments to limit the further spread of the problem.

Once our instruments live up to the Swiss Quality MBV is known for we will resume production. MBV AG will also offer the found solution as retrofit for existing instruments.

3 Existing Instruments

You can keep working with your instrument. In case of a break down please return it to the next service station for a warranty repair. If you have an in-house service center please contact MBV AG for spare parts (instrument serial number required).

MBV service center will keep repairing existing instruments so that our customers stay operational.

4 Instruments Affected

Only instruments using a 300x0.6mm head are affected by the blower problem (except MAS-100 ISO and MAS-100 ISO NT which are working fine).

All MAS-100 NT / MAS-100 NT Ex could be affected by the charging board problem.

Stäfa, November 18th 2010

Hans Zingre



MBV AG
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MBV AG
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