

Analyzer World: What's New and Recurring Issues

Ray Rummel

Sr Analyzer tech

9-14-2021



What's new in the analyzer world?

Good Morning!

To answer the question, I get most often is when are you going to retire? I have cut my work week to four days, so I am moving in that direction in small steps. Jared is working with me and he will inherit the department at some point. He has made great progress and sets up all new analyzers and deals with all the firmware upgrades that newer analyzers are needing.



Thermo IQ Series Customers

Our customers that have the Thermo IQ series analyzers are aware of issues with firmware. Common issues have been instruments locking up the outputs and display values. Also, if power is lost to the analyzer, analog outputs lose the customer settings and revert to ppb settings. After waiting several months, they now have a new version available.



Lakewood Site and Tech Support

At the Lakewood site new firmware was installed three weeks ago and so far, they have not had any new issues. When customers have had issues, we have been referring them to Thermo tech support for help. The phone number is 1-866-282-0430, which is a newer number. The latest version of firmware is available on their website. You can save it to a thumb drive and install it on the instrument. At the Lakewood facility, Thermo tech support was required to facilitate the steps needed to make the upgrade. Having physical components fail has not been a big issue with the IQ series.



Teledyne Analyzers

Teledyne is going to have a new series of analyzers available. Although the Numa Vue platform will be used, DC power supplies have been implemented to handle heating circuits due to the belief that the energy requirements for current analyzers are too demanding. Also, much like the Thermo analyzers' individual control, circuit boards for each major component must be daisy chained to the motherboard. We still see a few detector failures on the CO analyzers, but changing manufacturing details have made quality issues much better. With the Covid issues, getting parts in a fast timeframe or immediate tech support has been an adjustment we have seen with all suppliers.



Rosemount Analyzers

Sometime this year they have told us that support for the 951C will end. We have enough parts and a few used analyzers that we should be able to repair for customers for at least another year.