

Analyzer update

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Rosemount NO_x Analyzers

We continue to repair the 951c NO_x analyzers. The majority of circuit boards are no longer available from Rosemount. We have parts on order that may not be able to be delivered. When we are not able to get new parts to repair customer analyzers, we have some used analyzers that we have used to sell refurbished parts in order to complete the repairs. There will be a point when we can no longer offer repairs on this model.

Thermo Scientific

The iQ series analyzers have gone through some struggles as many of you are aware. From a hardware reliability standpoint, we have not had many warranty part claims. That is the good news. Firmware issues and the need for updates have not gone as smoothly. At the present time the most current firmware is performing well. We have recently been made aware of memory getting full causing lockup and slow response to keypad actions. The analyzers record fault records and all the diagnostic items. When the memory gets full it is a simple procedure to empty that memory and change the time for how often they are recorded. It would be a plus to have updates from analyzer manufacturers or service letters to make it possible to give our customers a resolution when we get the phone calls but, too often, we have to refer them to factory tech support. We get better as we get more experience dealing with newer technology.



Siemens 6 Series Instruments

Siemens continues to support all six series analyzers. We have not been notified of any change to this policy. I would expect at least a two year prior notification if that were to be the case. We have not heard of any newer models that they plan to market.

Teledyne

The T-Series analyzers are not currently having any hardware issues. We have moved past most of the CO detector issues. The older T-Series analyzers with Legacy format do not require any firmware updates so we have not had issues with those analyzers. Newer analyzers with NumaView format have had the need to update firmware. Also, the memory for fault and diagnostic history gets full and similar symptoms occur like those seen in the Thermo analyzers.

Teledyne (cont.)

The procedure to clear this memory is more involved. It requires following a step-by-step procedure with a computer keyboard. Customers can contact the analyzer department for assistance with this issue by calling the CiSCO mainline and dialing extension 123. Firmware updates can be obtained through the Teledyne website or, if we have instruments at Cisco, we can get the latest firmware installed.

