

# PRODUCT ADVISORY LETTER (PAL)

## PRODUCT ADVISORY LETTER NO.: CU46-22001 (UPLC-II reverting to old hardware/firmware rev temporarily)

**DATE:** May 19, 2022

**AFFECTED PRODUCT(S):** All UPLC-II's that will be shipped for approximately a 6-month period starting in June 2022.

**AFFECTED MODULE(S):** UPLC-II Transceiver boards only

**SYMPTOM(s):** There will be no operational differences in the product as the previous version that we are reverting to works the same as the latest shipping version. The latest shipping version was primarily released only to allow compatibility with the newer non-obsolete chips.

**RECOMMENDATION:** Ametek recommends that your personnel be made aware of this temporary reversion back to a previous hardware/firmware version for this 6-month time window as shown below.

| UPLC-II                         | Shipping Dates   | Hardware Revision | Firmware Version                   |
|---------------------------------|------------------|-------------------|------------------------------------|
| Latest version                  | Pre-June 2022    | 20/K              | 5.02                               |
| Previous version - reverting to | June - Nov. 2022 | 14/E              | 4.06 (or 4.08 for a few customers) |
| Latest version                  | Post-Nov. 2022   | 20/K              | 5.02                               |

**NERC CIP CYBER SECURITY NOTICE:** There are no changes that were made that affect cyber security as both the latest and the older version we will be shipping are the same regarding security.

**CORRECTIVE ACTION:** No corrective action is needed other than notifying your personnel so there is no confusion as to why this is happening. This is a non-critical issue. The warranty for both old and new revision Transceiver boards remain the same.

**TECHNICAL DETAILS:** Due to ongoing supplier shortage issues that we are presently working on resolving for the long term, we have been forced to find an alternative in the meantime to a high demand IC chip that has gone on allocation. To allow more time for our vendors to supply the allocated chip, we are going back to our previous hardware design that does not use it. Stock became available for some of our old, obsoleted chips allowing us to take this temporary path to keeping production going.

AMETEK appreciates your past support, and we want to continue to provide you the best service possible. Please help us by letting us know if future notices should be sent to another individual.

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