

Product Advisory Notice

To: All Customers, Sales Representatives, and Distributors
Date: January 22, 2019
Subject: 72112 - Snap/Cal Temperature Humidity Probe

Description: Mesa Laboratories, Inc. received a change notice from a manufacturer of one of the parts used in the P/N 72112 probe assembly. The change has impacted how the calibration tables are now being referenced in this part. Going forward, using this probe which incorporates this change along with a G3 or G4 sensor using firmware (G3)415A, (G4 900)507i, or (G4 Wi-Fi)201A, will now give an open probe error condition when reading the probe. A sensor firmware update will be required to correctly read the new calibration table and resolve this issue. Please forward this notification to the appropriate person(s) in your organization.

Part Number: 72112 - G4 Temp/Humidity Probe Only.

Hardware Units Affected: G3 (P/N 62006), G4 900MHz (P/N 45006), or G4 Wi-Fi (P/N 55006) Temperature/Humidity Sensor units. NOTE: ViewPoint VPx Sensor units are not impacted by this issue.

Corrective Action for Hardware:

- CheckPoint G3 900MHz H15 (P/N 62006): A firmware upgrade to (415B) or higher is required.
- CheckPoint G4 900MHz H15 (P/N 45006): A firmware upgrade to (507m) or higher is required.
- CheckPoint G4 Wi-Fi H15 (P/N 55006): A firmware upgrade to (201B) or higher is required.

The sensor unit will need a firmware (FW) update in the field by either Mesa Field Technical Services or by the End User. Alternatively, the sensor unit can be sent back to Mesa for the required firmware upgrade. Removal of the cover as if changing the battery, and connection with a PC with updated firmware via a programming cable will be required. FW download will take approximately 30 seconds per sensor in addition to time to remove and replace unit cover.

Effective Date: January 23, 2019

Action Required: Please contact your Mesa Laboratories, Inc. sales associate for further information.