

Bulletin



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PRODUCT NOTICE: 34-008 Dampener for Posichek

Regions Affected: Global

Dear Honeywell Analytics Customer:

I regret to inform you that several dampeners (p/n 34-008) that were used in the Posichek new units and also in the servicing of the bellows assembly (p/n 35-0105) have been found to fail prematurely due to a batch quality issue with the vendor. The failure has been identified both through the dampeners separating from the mounting plate or separating from the nut that attaches to the bellows. In either case, when the part fails it disengages itself from the motor arm causing the test to stop, showing an error and stopping the PosiChek from any further actions.

The following serial numbers could be affected by the faulty dampener issue noted above.

U07623 to U07798

If you have units in the impacted serial number range please contact the service team in Lincolnshire to obtain an RMA number and shipping information so that your unit can be returned and addressed with the proper repair of this part.

Phone – 800-538-0363, Option 2 then, Option 2 again

E-mail – AnalyticsServiceAdministration@Honeywell.com

This has been identified as a vendor issue. Both Honeywell Analytics and our vendor are taking corrective actions to insure this can't happen in the future. I apologize for any inconvenience this issue has caused you and appreciate your business.

Sincerely,

A handwritten signature in black ink, appearing to read 'Matthew W. Shepard'.

Matthew W. Shepard
Marketing Director
Honeywell Analytics