

Scope:

This bulletin covers the Valve Position Update for the AXP device with firmware version 1.12.

Background:

A Valve Position Update has been introduced as a product enhancement; this will not affect the customer's current operation of the AXP device. This update will improve the AXP performance and accuracy. Currently, the valve ends at the 45 degree position (i.e., pointing to 10 o'clock) after spin completion. The Valve Position Update will change the valve position after spin completion to the 142 degree position (i.e., pointing to 2 o'clock). After the device is reset, the valve will return to the 45 degree position.



45 degrees
CURRENT

142 degrees
NEW UPDATE

Procedure:

Devices with the new style bag carrier will have V1.12 firmware. The device firmware version is also listed on several different types of reports. If the device has V1.12 firmware, then request the Valve Position Update by emailing support@thermogenesis.com. Please provide the serial numbers of your AXP devices in your email. THERMOGENESIS CORP. Technical Service will then email you the Valve Position Update Utility with loading instructions.

For AXP devices that have firmware that is less than V1.12, please contact your authorized service provider to arrange to have your device updated.

Contact Information:

If you have any questions, contact THERMOGENESIS CORP. Technical Service at 800-783-8357 (U.S. and Canada) or 916-858-5100 (non-U.S./Canada), fax to 916-858-5199, or email at support@thermogenesis.com for assistance.