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October 4, 2007

Firmware update: Digital Pressure Gauge, EN & EP

Anderson has released a firmware revision for the digital pressure gauges, EP and EN. This update resolves a battery life issue impacting both switched and non-switched versions. This new version began shipping with units manufacture as of September 21, 2007.

For units with the original firmware, failing to replace or remove batteries from gauges prior to or immediately after the display begins blinking may cause a fault in the nonvolatile memory resulting in a corruption of the operational firmware code. This fault presents itself upon replacement with fresh batteries and results in blank LCD screen or the display of random characters. This condition may also occur in externally powered switched models if batteries are installed and are allowed to deeply discharge. Units that have experienced this failure must be returned to Anderson for firmware update and recalibration.

For units manufacture prior to 9/21/07 Anderson recommends the following actions:

- Replace or remove batteries when displayed battery power indicator indicates one bar.
- Remove batteries from switched versions and operate on external power only
- Remove batteries from all inventoried or out of service gauges

Alternatively users may elect to return gauges to Anderson to be flashed with updated firmware. Anderson will accept both functional and gauges experiencing the failure outlined above for this update. Gauges will be inspected if possible and recalibrated to original specifications.

Anderson recognizes and appreciates the loyalty of our channel partners and customer base. It is the nature of designing and manufacturing sophisticated electronic devices to occasionally release firmware revisions to improve usability and functionality. It is our desire to pursue continuous improvement and maintain superior customer satisfaction levels.

For any questions regarding the digital gauge or for assistance obtaining a RMA number please contact your Regional Sales Manger, Anderson Customer Service/Tech Service or myself.

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