

URGENT – Safety Notice on Software Update TECOTHERM NEO

Upgrade from versions up to /02.17 to version /02.18

Dear Ladies and Gentlemen,

the TEC COM GmbH places great emphasis on highest reliability and safety, therefore our products are monitored continuously. Recently, in the course of production we have identified a potential problem that under unfavorable conditions could affect the availability of the device TECOTHERM NEO. This letter is intended to inform our distribution partners,

- what the problem is
- the actions you can take
- the corrective actions planned by TEC COM GmbH to address the problem.

This document contains important information for the continued safe and proper use of your equipment.

Please review the following information with all members of your staff and customers who need to be aware of the contents of this communication. It is important to understand the implications of this communication.

Please retain a copy with the equipment Instructions for Use.

Should you require further information or support concerning this issue, please contact

- your local service provider

or directly

- TEC COM GmbH, +49 (0) 345 1205204.

The **National Competent Authority** of your country is informed and has received a copy of this Field Safety Notice.

With best regards

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Affected products	Devices with software versions up to /02.17 Examples: 041/ 02.15 063/ 02.17
Problem description	<p>With an extremely unfavorable conjuncture of certain main board component tolerances, it may happen that the self-test conducted immediately after switching on the device is evaluated as failed although everything actually would work correctly. With a message that there has been detected a serious internal malfunction, after 30 seconds the device automatically switches off.</p> <p>This behavior comes up already during production. In that case the main board was replaced by another one. Thus delivered devices did not exhibit that problem. It cannot be excluded, however, that due to aging effects the problem might show up later.</p> <p>The general solution is a suitable configuration of the microcontroller that executes the hardware self-test. This is accomplished by the new software version /02.18. Normal component tolerances do not play a role anymore.</p>
Potential hazard	A direct hazard does not exist. However, the device could not be put into operation. The intended treatment should and could then be carried out with other, albeit less comfortable means.
How to identify affected products	<p>All devices TECOTHERM NEO with serial numbers lower or equal to 2016/11/10 have been delivered with software versions up to /02.17. The serial number can be found on the type label which is attached above the mains inlet appliance.</p> <p>If the device starts as usual, both the serial number and the software version are displayed in the main menu.</p>
Action to be taken by customer / user	<p>If you can put your device into operation as usual, there is no need to do anything. Obviously, in your device the potential malfunction does not really occur. At the next occasion the service nevertheless will execute the update to version /02.18 as a precautionary measure.</p> <p>In case you observe this malfunction on your device, immediately contact your local service provider which then will perform the update as soon as possible.</p>
Actions planned by TEC COM GmbH	<ul style="list-style-type: none"> • Provision of individual updates on special request within 2 working days. • Provision of updates for all affected serial numbers until 2016-07-29 at the latest.
Further information and support	<p>Should you require further information or support concerning this issue, please contact TEC COM GmbH, Dr. Schoepke, by E-Mail to info@teccom-halle.de or by phone: +49 (0) 345 1205204. Fax: +49 (0) 345 1205211.</p>