

## Important Field Safety Notice

Name of product:	Kryo range of freezers
Planer reference:	FSN-SBUR-9FMJC7
Date:	2014-01-30

### Details of affected devices:

Kryo 1060-180, Kryo1060-380, Kryo3xx-1.7, Kryo5xx-16, Kryo750Plus, MRV Controller, Kryo-250

### Description of the problem:

Should the temperature probe to the chamber fail in a short circuit condition, the temperature will appear to be too cold, and the controller will attempt to compensate by warming the samples. Although this behaviour is the expected response of the control system, two software changes have been released to improve the resilience of the freezer systems to temperature probe faults.

### Advice on corrective action to be taken by the user:

Temperature control errors will result in a control deviation alarm. As stated in the operator's guides, systems should not be left unattended while a profile is running.

### For MRV systems

If the external alarm of the MRV system is used, the control coefficients will have been adjusted to enable the external alarm. The default state for external alarms is disabled and as such, should a memory failure occur, or if a new chamber type is selected, the alarm will revert to disabled. Users should ensure that their standard operating practices include a routine check on the operation of the alarm. A simple test could be a cooling run with no liquid nitrogen supply.

A new version of the MRV firmware, CFG007954 version 5.22, has been released. If you are using the external alarm, you should contact your distributor who will be able to arrange a firmware upgrade. This new version has the default alarm state set to enabled.

### Advice on corrective action to be taken by the distributor:

### For all systems utilising the PID engine, including the MRV

The PID Engine firmware, PP007951 v6.85, has been modified to include improved detection of chamber platinum resistance thermometer (PRT) failures. In the event of a

chamber PRT failing short circuit, the code will now abort the run after 4 s. This will prevent the chamber responding to the short by warming the chamber. User attention will still be required after the failure.

All freezers utilising the PID Engine should be updated to the latest software to improve the resilience of the system.

### **For MRV systems**

A new version of the MRV main application, CFG007954 v5.22, has been released. In previous versions of the application, the external alarm setting was disabled by default. If users wanted to enable the external alarm, the control coefficients had to be changed. The application has now been modified so that the external alarm is enabled and users must modify the coefficients to disable the alarm. This change protects the MRV from unintended disabling of the alarm due to battery failures or modifications to the control coefficients.

Any users who are using the external alarm feature of the MRV should be upgraded to version 5.22 of the main application.

### **Advice on corrective action to be taken by the manufacturer:**

Planer have released new versions of the PID Engine firmware, PP007951 v6.85 and the MRV main application, CFG007954 v5.22. These are described in the previous sections.

### **Transmission of this Field Safety Notice:**

This notice should be passed on to all those within your organisation who need to be aware of the contents.

Please maintain awareness of this notice and any resulting actions for an appropriate period to ensure the effectiveness of any applicable corrective actions.

### **Acknowledgement**

Please complete the attached acknowledgement form and return to the quality manager.

### **Contact details**

For further information, contact the following, quoting the Planer reference.

Service Manager,  
Planer plc,  
110 Windmill Road,  
Sunbury on Thames,  
Middlesex, TW16 7HD, UK.  
Email: [service@planer.com](mailto:service@planer.com)  
Tel: +44 1932 755036

Quality Manager,  
Planer plc,  
110 Windmill Road,  
Sunbury on Thames,  
Middlesex, TW16 7HD, UK.  
Email: [quality@planer.com](mailto:quality@planer.com)  
Tel: +44 1932 755072

Planer plc confirms that this notice has been notified to the appropriate Regulatory Agency.

We endeavour as a business to supply our products to the highest standards possible. If any issues are discovered with our products, please ensure we are contacted as soon as possible.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'C. Skinner', written in a cursive style.

C. Skinner  
Quality Manager

attached: Field Safety Notice Acknowledgement Form

# PLANER

## Field Safety Notice Acknowledgement Form

### Re. Field Safety Notice FSN-SBUR-9FMJC7

Please provide all requested information and return to the Quality Manager, Planer plc,  
110 Windmill Road, Sunbury on Thames, Middlesex, TW16 7HD, UK. Email:  
[quality@planer.com](mailto:quality@planer.com), Fax: +44 1932 755073

### Recipient's details

Name	
Role	[End user] [Distributor] [Field engineer] <i>strike through as appropriate.</i>
Organisation	
Address	
Tel: No.	
Email:	

I confirm that I have read the Field Safety Notice FSN-SBUR-9FMJC7 and have undertaken any actions recommended in the notice.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_