

File Version: Revision 1.0

## Notification of Critical Software Fault HVS-3000 and MicroVol 1100

All HVS-3000 (High Volume Samplers) and Microvol 1100 (Low Volume Samplers) manufactured from the year 1990 onwards, have a critical software fault that effects the automatic setting of the time in the instrument for the year 2020 and beyond.

**At the point when the instrument clock ticks over to the year 2020 it will reset itself to the year 01/01/2000.**

**All sampling will either stop completely or be wrong unless the operator follows the below procedure in the short term.**

**It is important an operator re-programs all effected samplers as soon as possible to reduce the impact on their data capture. If you have any problems please email all questions to [support@ecotech.com](mailto:support@ecotech.com).**

The long-term fix requires re-programming and/or replacement of the internal memory EPROM chip. Ecotech will advise at a future date how this will be implemented.

## GENERAL PROCEDURE


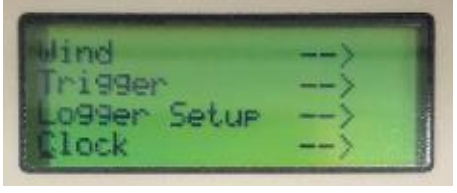

*Power on the affected instruments and follow the below steps. The total time needed is approx. 5-10 mins*

*Recommended, have available a printed copy of your sampling schedule as a reference. This will assist in reducing confusion and reduce the likelihood of human errors.*

***Take note of the day you are performing this procedure there are different instructions for 01/01/2020 to 29/02/2020 due to the effect of the leap year occurring.***

***This short term fix will allow the sampler to keep operating correctly and collecting valid dust samples.***

***Note: All data logging functions will have incorrect dates and your procedures for recording the start and end dates in chain of custody documents will need to be manually corrected.***

Step	Instruction	
1	<p><b>Are you performing this procedure between the dates 01/01/2020 and the 29/02/2020?</b></p> <p><b>YES – Continue steps 2 – 4</b></p> <p><b>NO – Go to Steps 5 - 10</b></p>	
2	<p>Power on the sampler</p> <p>Main Screen, +Enter Setup, +Enter Clock, +Enter Date, +Enter</p> <p>Calculate the current real date and minus one day, and set the year to 2009 +Enter to save</p> <p>Time +Enter Set the correct current real time</p> <p><b>TIP:</b></p> <p>How to change values in Date and Time.</p> <p>Use select button to move cursor to the right,</p> <p>Use page up button to move cursor to the left</p> <p>Use up and down buttons to change number values</p> <p>Press Enter to Save</p> <p>Press Exit to cancel changes</p>	  <p><b>Example above:</b></p> <p>the “real” day was 02/01/2020 at 17:27 PM</p> <p>So I went back one day and also changed the year to 2009</p> 

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**Now re-program your sampling start date**

Press Exit to return to Main Screen

Main Screen, +Enter

Setup, +Enter

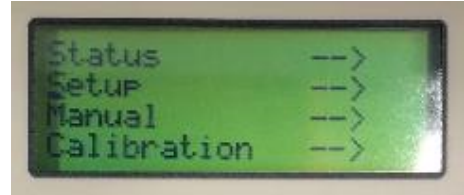
Times, +Enter

Start Date, +Enter

Enter to Save

Refer to your sampling schedule, calculate the next run date then minus one day and change the year to 2009

**Exception:** Due to the leap year in 2020, If your new start date is after **01/03/2020** refer to **step 7**. DO NOT minus the extra day.



**Example above:**

the "real" next sampling day needed was 04/01/2020 at Midnight (00:00)

So I went back one day and also changed the year to 2009

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### Now re-program your sampling End Date

Press Page up  
End Date, +Enter

Refer to your sampling schedule

If you normally just set the end date to a long time in the future you don't need to make any changes. Set to the 01/01/3000

If you want to force a stop date sometime **before the 01/03/2020** then you will need to calculate the real date, minus a day and also set the year to 2009



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### Are you performing this procedure after 01/03/2020?

YES – Continue steps 6 – 8

NO – Go to Steps 2 - 4

Power on the sampler

Main Screen, +Enter

Setup, +Enter

Clock, +Enter

Date, +Enter

Calculate the current real date but set the year to 2009

+Enter to save

Time +Enter

Set the correct current real time

**TIP:**

How to change values in Date and Time.

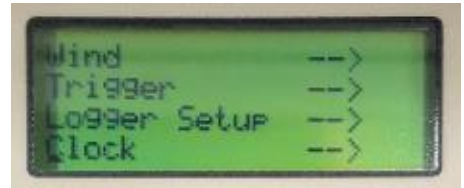
Use "select" button to move cursor to the right,

Use "page up" button to move cursor to the left

Use up and down buttons to change number values

Press "Enter" to Save

Press "Exit" to cancel changes



**Example above:**

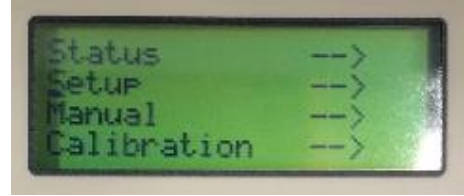
the "real" day was 01/03/2020 at 17:10 PM

So the only change required was the year

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### Now re-program your sampling start date

- Press Exit to return to Main Screen
- Main Screen, +Enter
- Setup, +Enter
- Times, +Enter
- Start Date, +Enter



### Example above:

the "real" next sampling day needed was 06/03/2020 at Midnight (00:00)

So the only change required was the year to 2009

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### Now re-program your sampling End Date

Press Page up  
End Date, +Enter

Refer to your sampling schedule

If you normally just set the end date to a long time in the future you don't need to make any changes. Set to the 01/01/3000

If you want to force a stop date then you will need to calculate the real date, and change the year to 2009

