

FIELD SERVICE BULLETIN

1. PRODUCT/MODEL: 9300538 iProbe Plus (complete)		2. BULLETIN #: FSB-ATPH-24-05-01A
		3. DATE RELEASED: 05/21/24
4. TOOLS AND/OR PARTS REQUIRED: <ul style="list-style-type: none"> • USB-A/Thumb Drive • Download of firmware update, PN 81-01500-001, located at https://www.atitest.com/products/2i-iprobe-plus/. Firmware download is accessed by selecting the "FIRMWARE" tab. 	5. CATEGORY: <ul style="list-style-type: none"> <input type="checkbox"/> Standards/Safety <input type="checkbox"/> Calibration/Performance <input checked="" type="checkbox"/> Preventive Maintenance/Operation 	
	6. ASSOCIATED DOCUMENTS: NA	7. REFERENCE BULLETINS: NA
	8. ATI/HAM P#: 81-01500-001	9. LOT/SERIAL#: ALL
10. BULLETIN TOPIC: A firmware update is required to <u>correct</u> issues discovered after the initial production release. These issues include: <ul style="list-style-type: none"> - Intermittent failure to resync after changing the % leakage alarm setpoint on the 2i base unit. - Intermittent failure to resync after changing the % leakage alarm type on the 2i base unit. - Improve synchronization with the base unit when navigating menus on the 2i base unit. - Intermittent error occurring when selecting "Save" after entering comments at the end of scanning. - Bypassing the "Scan Comments" entry by an inadvertent double selection of the "Stop" record key. - Lengthy boot-up times when 1000+ Scan Data files are saved to internal storage. - Feature Update: Allows Factory Reset without resetting the iProbe Plus serial number. 		
11. ACTIONS TO BE TAKEN: <ul style="list-style-type: none"> a. Stop Shipment(s)? No X Yes 1. Update of ALL iProbe Plus in local inventory before shipping to end customers 2. Notification to ALL customers currently in possession of an iProbe Plus that they should update their iProbe Plus 3. Update ALL iProbe Plus received for service/repair if the iProbe Plus has not already been updated 		
12. ATTACHMENTS: <ul style="list-style-type: none"> <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes 	13. CUSTOMER RELEASE: <ul style="list-style-type: none"> <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes 	14. ATI Point of Contact Americas/Asia Pacific: Craig Clayton, +1-410-363-9696 cclayton@atitest.com EMEA: Rory Hulley, +44(0) 1462 676446 rhulley@atitest.com
15. APPROVED FOR RELEASE BY: Gautam Patel		16. APPROVED DATE: May 21, 2024