

**Field Notification Package for Software Update V 17A for the
STP 420 D/ES Tissue Processor**

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Service Bulletin

FOR IMMEDIATE RELEASE

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Date: 20. September. 2010

Product affected:

TYPE STP 420 D/ES

Service Bulletin

STP 420 D/ES 2010-03-Software Update V17A

All procedures described in this service bulletin may only be performed by trained and skilled service personnel. Also refer to the respective user and service manuals of the unit, stick to safety procedures and use common sense while working.

This bulletin informs about the Software Update from Version 17 to Version 17A. Also it informs you to check and if necessary to install the silicone rubber stopper in the drip tray.

Reason for Update:

Failure with media- tube at 51,8°C

Problem description:

After draining **cold** xylene the temperature B17 has 52°C and the program gets information to start vacuum for filling paraffin.

In the next 3 sec the tube- temperature is falling down because cold xylene went through the tube.

Solution:

- a) Switching point will be changed from 52 to 53°C
- b) If Chamber or rotation valve or media tube is below 53°C then it will be heated for max 15 min
- c) If one of these temperatures was falling under 53°C because cold reagent was drained then it waits until 53°C before filling is started
- d) If the program in rotation or biopsy started filling then the filling-software doesn't control the temperature itself. Because the program is controlling the temperature (no double control as in V17)

Reason for Update:

Avoid overfilling biopsy with paraffin

Problem description:

If the lower level sensor in biopsy chamber fails and in the same time a filling failure occurs then the chamber can be overfilled and paraffin could come into the system.

Solution:

After the error message in the filling process the chamber will be drained before the second try to fill again. (This will be happen maximal three times)

Reason:

In some occasional cases the silicone rubber stopper in the drip tray of the lower reagent department has not been installed and in case of a leak the reagent will drain out under nice the instrument.

Solution:

Please check and install the stoppers that are included in this upgrade kit if necessary. The drip hole has different diameters. The drip tray is located underneath the lower bottle shelf. Please make sure to use the stopper with the right diameter. The second stopper can be scrapped.



The new V17A software will be delivered on a memory stick. The instruction how to carry out the update process you'll find in the attached documents.

**Field Notification Package for V 17A Software for the
STP 420D/ES Tissue Processor**

Dear Customer,

We are very pleased to provide you with software version V 17A on your 420D/ES Tissue Processor.

This important update is designed to provide additional security and reliability in the operation of the tissue processor.

If you have any questions regarding software version V 17A please call Thermo Fisher Scientific AP Walldorf Factory Service Support +49 6227 836 25499.

Thank you for your continued support of the Thermo Fisher Scientific STP 420D/ES Tissue Processor.

Sincerely

██████████ HT/HTL (ASCP)

**Field Notification Package for V 17A Software
for the STP 420D/ES Tissue Processor**

Installation Record Confirmation

Please fax this Installation Record Confirmation back to our Customer Support Team immediately after update, not later than March 31st, 2011.

Send Response by Fax to [REDACTED]: Fax No. +49 (0) 6227 836 - 111

CUSTOMER INFORMATION

Customer / Address:

Contact person:

STP 420D/ES Serial number:

Software Version **BEFORE** Update:

Software Version **AFTER** Update:

I hereby confirm that I have received the additional instructions for use for the Thermo Fisher Scientific STP 420D/ES Tissue Processor and have installed the software update V 17A.

Name: _____

Date / Signature: _____

**Field Notification Package for Software-Update V 17A
for the STP 420 D/ES Tissue Processor**

Update Record

Dear colleague,

We are providing this *Update Record* for the Update for the Thermo Fisher Scientific STP 420D/ES Tissue Processor including software version V 17A. To provide you better service in the future we need to document the update status of **each** unit.

We kindly ask for your support in returning the ***Update Record Confirmation*** to our Customer Service Support department immediately after performing the update, at the latest by March 31st, 2011.

Send Response by Fax to [REDACTED]: +49 (0) 6227 836 - 111

If you have any questions please contact Factory Service Support:

Email: fss.dxd.dewal@thermofisher.com Phone +49 (0) 6227 836 - 25499