

**Field Notification Package for Control Panel Replacement for the
HM340E / HM355S Rotary Microtome**

- 1. Service Bulletin P/N 2009-18**
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FOR IMMEDIATE RELEASE

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Products affected:

Rotary Microtomes with 72 mm stroke length

Thermo Scientific Microm HM340E-3

Thermo Scientific Microm HM355S-3

Service Memo 2009-18

Field Notification Package for Control Panel replacement for the HM340E / HM355S Rotary Microtome.

The replacement procedure of the control panel described in this service memo may be performed by the microtome user according to the enclosed Replacement Instructions.

We have identified a low risk issue on some of the new HM355S and HM340E version 3 Microtomes with 72 mm stroke length. Occasionally the specimen head will slowly advance on it's own as if the advance knob is turned slightly forward.

The movement is very slow and does not present a user risk. The advance movement can easily be stopped by turning the advance knob in the opposite direction.

The issue has been identified as a small brass component not meeting specified tolerances. Only a small percentage of units will have this issue. Most units in the field will function normally. Unfortunately there is no method in the field to determine if a particular unit is affected unless it advances slowly on its own. Any unit in the range of HM355S-3 (Ser.# 44478 - 46628) and HM340E-3 (Ser.# 44481 - 46577) that was shipped before November 17th 2009 could potentially be affected.

To ensure long term reliability this part will be replaced with stainless steel instead of brass. This will eliminate any potential play in the switch that could cause slow advance even years in the future. To avoid any chances of this issue resurfacing we will proactively replace the panels of all long-stroke HM355S-3 and HM340E-3 microtomes delivered since launch.

Within the next weeks we will retrofit all HM340E-3 / HM355S-3 affected instruments in the field. A detailed replacement plan and a list of affected instruments including serial numbers is enclosed to this communication.

The replacement of the control panels is mandatory and has to take place within 3 months after receipt of the new control panels. The replacement has to be confirmed by sending back (Fax) the completed and signed Replacement Record Confirmation.

The replaced control panels should not be discarded after installing the new one. The sales representative shall collect it at his next regular visit and take it along. Panels should be sent back to AP-Walldorf upon request.

For further questions, please do not hesitate to contact me.

Klaus Bär
Factory Service Support Specialist
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Email: klaus.baer@thermofisher.com

Field Notification Package for Control Panel Replacement for the HM340E / HM355S Rotary Microtome

Dear Valued Customer,

Today you have received a new control panel for your Thermo Scientific Rotary Microtome. Please replace the control panel at your instrument by this new control panel. The replacement has to be performed according to the enclosed Replacement Instructions.

The reason for the replacement is that we have identified a low risk issue on some of the new HM355S-3 and HM340E-3 microtomes. Occasionally the specimen head will slowly advance on it's own as if the advance knob is turned slightly forward.

The issue has been identified as a small brass component not meeting specified tolerances. Only a small percentage of units will have this issue. Most units in the field function normally. Unfortunately there is no method in the field to determine if a particular unit is affected unless its advances slowly on its own.

To ensure long term reliability this part will be replaced with stainless steel instead of brass. This will eliminate any potential play in the switch that could cause slow advance even years in the future.

Do not discard the old control panel. Your sales representative will collect it at his next regular visit and take it along.

We kindly ask for your support in returning the Installation Record Confirmation to Thermo fisher Scientific immediately after the replacement. Fax No. +49 (0) 6227 836 - 111

Thank you for your understanding and your support.

Sincerely


Global Strategic Product Manager

**Field Notification Package for Control Panel Replacement for the
HM340E / HM355S Rotary Microtome**

Note on the Replacement Record

Dear customer,

As communicated in the enclosed letter Thermo Fisher Scientific is providing new control panels for the replacement of the rotary microtomes Thermo Scientific Microm HM340E-3 and HM355S-3.

According to regulatory directives we are obligated to obtain documented evidence of confirmation of the control panel replacement.

We kindly ask for your support in returning the Replacement Record Confirmation to our Customer Support department immediately after the replacement.

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

Thank you for your understanding and your support.

**Field Notification Package for Control Panel Replacement for the
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Replacement Record Confirmation

Please fax this Replacement Record Confirmation back to our Customer Support department immediately after the replacement of the control panel.

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

CUSTOMER INFORMATION

Customer / Address:

Contact person:

HM340E-3 Serial number:

HM355S-3 Serial number:

Panel Serial Number **AFTER** replacement:

I hereby confirm that I have received the additional informations for the Thermo Fisher Scientific HM340E / HM355S rotary microtomes and have replaced the control panel.

Name: _____

Date / Signature: _____

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Control Panel Replacement Instruction

Re: Rotary Microtomes HM355S-3 und HM340E-3

1. Make sure that the instrument is switched off at the main switch (Figure 1) at the back side of the microtome.
2. Replacement of the control panel.

Loosen the fixing screws of the connector (Figure 2: Connection X15) at the back side of the microtome.

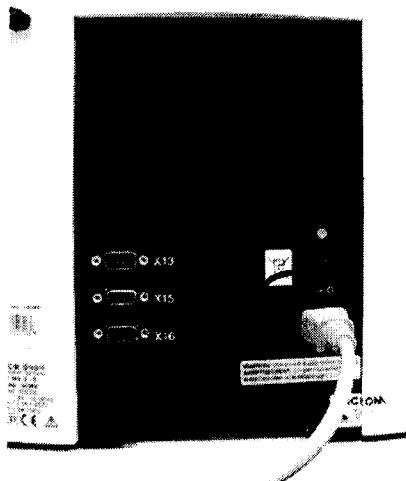


Figure 1

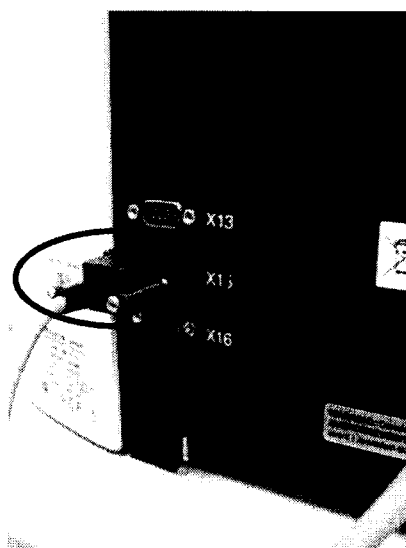


Figure 2

Remove the old control panel.

Plug the connector of the new control panel into the connection at the back side of the microtome (Figure 2: Connection X15) and fix the connector with the screws.

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3. Switch the microtome on at the main switch (Figure 1).