

June 2020

Dear customers,

Trouble of HELIOT 900 Series Tablet Controller Speaker

We sincerely appreciate the opportunity to do business with you.

We regret to inform you about the speaker trouble of the tablet controller of the helium leak detector HELIOT 900 series as follows.

1. Concerned tablet controller

Serial number: P18700001 ~ P19599999
P18B00001 ~ P18B99999

The serial number is on the back of the tablet controller. The above tablet controllers were shipped out along with HELIOT 900 series from September 2018 to March 2020.

2. Trouble

There is a possibility that sound suddenly stops from the tablet controller of HELIOT 900 series in the specific condition. According to our investigation, the speaker breaks in case the tablet continuously emits a sound (continuous sound at high-pitch) for more than one hour while leak is detected and the speaker volume setting is more than 60%.

3. Countermeasure

Please use the tablet controller with the speaker volume setting 60% or less. Regarding how to change the speaker volume setting, please refer to the attached sheet. If you have any questions, please contact the nearest ULVAC representative.

Sincerely



Toyoaki Nakajima

Senior Manager

Measurement Instruments Department

Components Division

How to set Speaker volume

