



14 February 2022

IMPORTANT PRODUCT NOTIFICATION

To: CR6 series datalogger users

Re: U9, U10 power supply

Dear customer,

We recently discovered a CR6 series datalogger production error with serial numbers between 17433 and 18261. Our records show that you purchased a CR6 in this serial number range. The purpose of this letter is to share information about this issue. If you are not the individual using this equipment, please forward this letter to the appropriate person.

Symptom: When using the CR6 universal terminal pair U9/U10 for serial communications or when using the CRBasic instruction PortPairConfig to set the voltage level to 5V, a logic high will result in only 4.1V. When setting the voltage level to 3.3V, a logic high will result in 2.5V. Communication specifications state that TTL HI = 2.7V-5V and CMOS HI = 2.4V-3.3V. In this configuration, the CR6 will receive communications, but the attached device may not receive the transmitted commands from U9/U10 because the logic high voltage is not to specification. Connected devices that use vibrating-wire technology, RS-232, and SDI-12 will not be susceptible to this as the CR6 uses different internal power supplies for these applications.

Problem: We found that the U9/U10 power supply feedback resistor is the wrong value.

Solution: We recommend that CR6 dataloggers in this serial number range be updated with the correct resistor value.

If you do not use the CR6 datalogger for serial communications or with the PortPairConfig programming instruction on U9/U10 now or in the future, you will not be directly affected by this problem and may desire to take no action at this time. All data loggers falling within the stated serial number range that are returned for calibration or repair will have this change applied during service. If you have questions about whether it is advisable to return your CR6 datalogger now, please contact a member of our Technical Support team.

If you would like to have Campbell Scientific make the change, please contact our Client Services department to obtain a return material authorization (RMA) prior to returning the equipment. You may contact our service department at:

Phone: (435) 227-9105

Email: misty@campbellsci.com

Please refer to this letter with your request. Once you have an RMA number, please reference it on the outside of the shipping container and ship your CR6 to Campbell Scientific. As specified in our warranty policy, you are responsible for all costs associated with returning the warranty repair to Campbell Scientific. After correcting the problem, we will give your CR6 a complete factory test and return it to you prepaid by surface carrier to locations within the continental United States of America. To all other locations, Campbell Scientific will return it best way CIP (Port of Entry) INCOTERMS® 2010, prepaid.

On behalf of Campbell Scientific, I would like to express our appreciation for your business and offer our heartfelt apology for any inconvenience this problem may have caused.

Sincerely,

A handwritten signature in black ink that reads 'Kevin Rhodes'.

Kevin L. Rhodes
Data Logger Product Manager