

1 August 2023

Important Product Notification

RE: IRGASON and EC150 Source and Detector Cover Updates

Overview

During the summer of 2017, Campbell Scientific began shipping IRGASON (from serial # 1439 or newer) and EC150 gas analyzers (from serial # 1487 or newer) with a new style of detector and source cover. The new style covers use an O-ring, window retainer ring, and set screw to secure the sapphire windows to the covers. These provide a more robust mechanism for securing sapphire windows than the older style covers that used epoxy.

Upgrade Path

For IRGASONS and EC150s that were manufactured prior to the summer of 2017, there is a possibility that the epoxy has begun to degrade from temperature cycling and UV exposure, which could lead to leaks at the sapphire windows. A leak in these windows could result in damage to the detector and increased cost of repair. We encourage those with older style detectors and source covers to send their instruments to Campbell Scientific so they can be upgraded to the new design—if the detector and source covers have not already been replaced on your unit, for example, during some service/repair work at Campbell Scientific.

To help offset some of the upgrade cost, Campbell Scientific will offer 50% off the material cost of the covers for the next 12 months from the date of this notification. To begin the upgrade process, please contact a member of your local technical support team at Campbell Scientific to obtain a return material authorization (RMA) and instructions for sending the instrument back to the factory. Finally, if the instrument cannot be sent in for the upgrade, we suggest ensuring the internal desiccant and scrubber bottles are being maintained with a new molecular sieve.

On behalf of Campbell Scientific, we would like to express our appreciation for your business, and we look forward to serving you in the future.

Sincerely,

Benjamin Conrad

Ben Conrad
Director of Micrometeorology

A handwritten signature in black ink that reads 'Scott Salisbury'.

Scott Salisbury
Quality Director