

Date: 9th August, 2024

Ref: MRAA-9126

Dear Customer,

Field Safety Notice

Affected Products:

SIL-20ACXR CL, SIL-20ACHT CL, SIL-30AC CL

Description of issue (Reason):

There have been cases of failure of the main board due to condensation water drained from the Peltier dehumidifier, leaked out from the tray, resulting in a short circuit.

In the serious case, the main board and adjacent cables are partly charred.

In the minor case, the Y motor and its surrounding die cast part become rusty.

How to identify the affected products:

To identify the Serial Numbers of the affected products, which are not applied countermeasure in factory will be contacted by Shimadzu's local representative to determine whether your system requires the corrective action.

Corrective action plan by Shimadzu:

For such instruments, take following measures.

We prepared the Dew Tray Replace Kit (P/N : S228-61501-41) and Main PCB Protective Sponge (P/N : S228-69971-41) as countermeasure parts.

The corrective actions to be taken to affective products are

- (1) From the front and the right sides, check to see if there is any condensation water leakage.
- (2) If any condensation water leakage is found in the inspection, install Dew Tray Replace Kit (S228-61501-41).
- (3) Regardless of the checking result, attach the Main PCB Protective Sponge (S228-69971-41)

Actions to be taken by customer:

Please check the Serial Number of SIL-20ACXR CL, SIL-20ACHT CL and SIL-30A CL, and if the instruments is affected by this issue, contact your sales representative or distributor.