

# Service Bulletin: Control Software Fault

This service bulletin addresses Conviron chambers originally equipped with CMP6060 controllers. Should one or more of your Conviron reach-in or walk-in chambers utilize a CMP6060 control system (pictured at right), this service bulletin will offer guidance accordingly.

## What's the issue?

A small number of clients have reported controller malfunctions during operation changes to the controller touch screens, such as the screen not waking up from sleep mode or random stop-program issues. The error is attributable to a software fault in the touchscreen itself and/or the CMP controller. As a precaution, we are informing users so they can take appropriate steps.



## What should you do?

Users, service personnel and/or facility managers that have experienced the fault should reach out to Conviron's service department as outlined below. If you are unsure whether your chambers are a) equipped with a CMP6060 controller or b) are supplied with software version 6.7 to 7.11.1, or touchscreen firmware version less than version 1.61C, please contact Conviron with your chamber's serial number and we will provide an assessment for you. If your equipment does have this software/firmware version, one of our technicians will provide you with the software/firmware update as well as instructions for uploading and rebooting. Our service department can be reached at:

Email: [convironservice@conviron.com](mailto:convironservice@conviron.com)

Tel: +1.204.786.6451 Toll Free in North America: +1.800.363.6451

## What's the level of risk?

There have only been a small number of reported cases of this event occurring with the vast majority of users not reporting any issues of this type. Should you be concerned with this possibility, we recommend you contact Conviron at your earliest convenience to take action as outlined in this bulletin.

Sincerely,

The Conviron Service Team