



Tech Tips



April 2011

Product Information

Chart Printer Kit

Chart sells a printer kit that can be connected directly to the serial port of the TEC2000 or TEC3000 for those who prefer paper records. The Printer Kit P/N is 11544943.



Helpful Hints & FAQ's

Q: The CD software is lost that normally is provided with the TEC COM USB kit; how can the software be retrieved? Is it necessary to order the CD?

A: The software is available online, free of charge, posted on Chart's Biomedical Website. Follow the steps to download:

1. Open a web browser, type in chartbiomedical.com
 2. Click on Resource Library
 3. Click on TEC2000/TEC3000 Resources
 4. Under Communications click on USB Communications Kit Installation (Download and follow the work instructions; save to computer)
 5. Under Communications click on USB Communications Drivers and save to computer
- Fast/Quick access method (To download now)
Click on this link: <http://chartbiomed.com/tec2000.cfm> and under Communications click on USB Communications Drivers and save to computer.
(See accessories below to order the TEC COM Kit, P/N 13376947)

Q: Freezers are normally shipped with a ½ oz tube of silicone P/N 13791518; does the silicone for the temperature probe need to be applied immediately after the freezer installation?

A: Not necessarily. The best recommendation is to verify with the freezer owner/user for their desired height of probes. It is a good idea to allow the freezer to cool down then apply the silicone.

Accessories

TEC COM USB Kit

The TEC COM USB kit, P/N 13376947, is a useful tool to download data from both the TEC2000 and TEC3000 freezer controllers. The tool can assist with periodic maintenance and troubleshooting. Contact customer service.



Customer & Technical Info

For ordering information contact

Customer Service:

Europe:	+44 1344 403100
Australia/New Zealand:	+61 2 9749 4333
US Toll Free:	800.482.2473
Asia/Pac Rim:	770.721.7759
The Americas:	770.721.7759

For technical information contact

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