



# MVE Tech Tips



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## DATA LOGGER RETURN POLICY

To help understand and make clearer some of the questions we have heard about data loggers, part numbers and return protocol, I will attempt to explain Chart's policy on returning data loggers. These are the data loggers with cork/cover that are assembled at Chart:

11554383	Cryomoover
11371181	Cryoshipper
11554341	SC4/2V
11554367	SC4/3V
11554375	XC20/3V

All of the loggers listed above have a detachable temperature probe (11878353) that allows for adjustable lead length. This is included with purchase of the data logger.

The following are manufactured directly by Planer and distributed by Chart:

11554324	Data logger & accessories with cork/cover
11809155	Cryoshipper with fixed probe
11787304	Cryoshipper with disc probe

All of the above listed parts come with the following accessories included:

11878337	Software on 3.5" disc
11878345	Magnetic key
11804485	Serial cable 9m-9f

Serial numbers are required on all sales orders. They can be found on the opposite end of the computer connection of the data logger. Warranty is 90 days after leaving Chart's dock. Serial numbers are required on all RMA's.

- Chart will not credit accounts for returned loggers. We will repair or replace as determined by technical service and the serial number received.
- We will not send out loggers as warranty replacements until technical service has received the defective logger and made warranty determination.
- Do not remove data logger from cork/cover.
- Do not send the aluminum dewar or its shipping container when returning logger for recalibration.
- Return the logger and all of the accessories that go with it. This includes the magnetic key, software disc and computer cable.
- Chart/MVE now has the ability to calibrate and replace batteries in data loggers. The cost of this service is \$200. The price to replace battery and calibrate is \$350. The logger loses memory when battery is changed. Reinitializing and recalibrating are required if this is done.

## MDX & MODS

### HL-120 and HL-190

When ordering a 120 or 190, part numbers to remember are:

#### MODELS

HL-120	11818705
HL-190	11814721

#### SERVICE KITS

O2	11830211
LN2	1130237

#### VENT KIT 11830253

Kit will be used for each of the models

#### HOLD DOWN KIT 10591449

Kit can be used for each of the models

#### HOSE ADAPTOR 5518422

Each model has 1"OD dual fill valves. This adaptor reduces the connection from 1"OD to 5/8"OD. Both are built to ASME codes and each model carries a 1 year vacuum warranty and 90 days on parts.

## DESIGN CHANGE

New cork and cover design change for the SC3/3, SC8/5 and SC11/7. The slotted aluminum cover has been replaced with a hinged base and cover. The cork/cover is separate from the hinged lid. This will use the same cover assembly as the Millennium and Doble units. The new part numbers are:

Flat cork/cover	11209791
Lid cover	5618176
Hinge pin	5618156
Hinged neck ring	5618166
Cork/cover	11853674
Notched lid for SC3/3 only	11838861

This change became effective January of 2004. Old style replacement cork/covers will only be available until stock supplies last. Availability may last through remainder of 2004 after which cork/covers will need to be replaced with the hinged lid.

## INTRODUCING A NEW MEMBER OF THE CRYOSYSTEM PRODUCT LINE

Chart/MVE has now added to our ever-popular Cryosystem line of vial rack storage units. The Cryosystem 750 is designed for the long-term storage of 30-25 vial boxes placed in 6 canister racks. These larger racks will accommodate almost all manufacturer's vial boxes, from the MVE box to the Nalgene. The normal hold time of this unit is around 72 days. The part number for this new tank is 11886450. Contact customer service for pricing information.

## UPGRADED TOOL BOX

The MVE toolbox that is offered for servicing XLC/MVE freezers is being upgraded to include special tools that are required for the MVE 600/1400. The upgraded toolbox part number is 11883259 and still lists at \$294.60. The additional tool is a lock removal tool for replacing the lid lock on all current MVE cabinet models. This part number is 11509460 and will come standard on all new toolboxes.

## QUESTIONS AND ANSWERS

*Q: Customer wanted to know if the TEC-2000 could provide 5V/20mA analog signal of temperature and LN2 level.*

A: The TEC-2000 does not have the capability to provide an analog signal of any kind. Having MDC create a version of the TEC-2000 that provides the requested output would be a major project that would probably take a year with the manufacturer.

*Q: I am told that Japan operates on a 100V supply with the East Coast on 50Hz and the West Coast on 60Hz. I attempted to calibrate the LN2 temperature for both probes A & B and in both instances the display read {LN2 aborted}. I then went into the maintenance menu and found that LN2 was -273.1C. I rebooted the controller only to find the same LN2 temperature. Can you please explain (1) how this reading occurred (2) how to rectify the problem?*

A: Reference material indicates that Japanese standard is 100-110vac 50-60Hz. The power supply used for Japan on the unit in question is the same as that used for US domestic applications. It is designed to work with US domestic standard nominal 120vac 60Hz. The tolerance on US domestic power is +/- 10% which on the low side would be ~108vac. The power supply uses an unregulated step down transformer, so the frequency would not be an issue. Further negating the frequency issue is that, with the power supply in question, the output is AC and the controller rectifies it to DC internally.

If they are indeed getting only 100vac from their outlet, the output from the power supply to the control would be ~20vac. This would be marginal to properly operate the controller. However, this should not cause the issue that is described. If low voltage were the issue, the controller would simply shut off below a certain threshold voltage, which should be around the 20-21vac point from the power supply to the control.

To rectify this issue, you can replace the existing power supply with the new power supply that is currently used on the MDD units. This power supply is a switching type, which means that it will provide the required output voltage with any input voltage from 100 to 250vac and 50-60Hz. It is also designed to accommodate +/-10%, thus in reality it should operate with an input as low as 90vac or as high as 275vac. TUV subjected it to these extremes to qualify it for use in the MDD units. If you choose to install this power supply to address this issue, the P/N's required to make the swap are as follows:

11795030	POWER SUPPLY 30VDC 1.2A	1 EA.
11859030	BRACKET POWER SUPPLY JEROME CE	1 EA.
11859021	BRACKET ADAPTOR FOR JEROME PS 1	EA.
2912191	PHPNHMS	4 EA.

## **MOD FREEZERS – Notice for new EU Distributors**

As part of our certification for the Medical Devices Directive of the EU, as it relates to units controlled by the TEC2000, a version of the TEC2000 with markings in certain EU languages has been produced. This consists of a new keyboard with International SI symbols instead of text describing function, together with a key to explain the symbols in English, French, Spanish, German and Italian.

If a customer who does not need MDD receives one of these units in error and would like it replaced with a standard TEC2000, we will of course replace it free of charge.

Contact customer service for instructions.

## **BIO-MEDICAL CUSTOMER AND TECHNICAL SERVICE**

Customer Service	888 683-2796 toll free / 952 882-5000 Burnsville receptionist 800 232-9683 fax
Technical Service	952 641-6115 direct line 866 819-5897 toll free 612 382-6678 cell 800 232-9683 fax

For copies of past Tech Tips or for more information on maintaining your nitrogen storage dewars, please contact Jim Bachman at (952) 641-6115, Fax (800) 232-9683.