

Date	07 Oct 2014	Service Note #	2500x-2027	Updated	NA
Product	Model 2500x		Created By	J. Yangco	
Description	System ID Error in Waters HPLC Instrument Configuration				

Release	<input checked="" type="checkbox"/>	Internal	<input checked="" type="checkbox"/>	Distributors	<input checked="" type="checkbox"/>	Customers
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Parts Required	Serial Numbers Affected
None.	All instruments with Application Firmware Rev. 1.05 and older

System ID Error in Waters HPLC Instrument Configuration

Knowledge Base:

A defect was found on the Model 2500 instruments with application firmware Rev. 1.05 and older when the instrument is configured with Waters HPLC. The wrong bath type is displayed as “7100_ _” instead of “2500_ _” under the Instrument ID parameter.

This does not affect the operation of the Waters HPLC or the dissolution bath instrument. In the meantime, end-users can continue using the instrument as is, and a solution is being worked on to correct this defect in the upcoming firmware.