

Date	13 Dec 2016	Service Note #	TCS-3012	Updated	NA
Product	TCS	Created By	J. Yangco		
Description	TCS Pump Failure				

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
Please call Distek to confirm needed parts.	Pump Model 17651-192 and 16659-202 with date codes 11345 thru 14300

TCS Pump Failure

Reason:

Some end-users that have a bath based instrument have experienced premature wear of the TCS pump which causes the pump to seize, thus causing heating malfunction of the instrument.

Root Cause Analysis:

It was discovered that certain conditions such as elevated water temperature and pressure due to improper bath maintenance, can cause the impeller assembly to crack. When this expansion or crack develops, the impeller assembly will start wobbling due to an imbalance and can come into contact with the pump housing resulting in decreased pump performance and eventual failure. It should be noted that this failure is infrequent and not found until long after the TCS has been placed into service.

Solution/Action:

Distek initiated a corrective action plan identifying affected pumps and ordering replacement parts from the manufacturer. Since this problem did not affect all pumps within the manufacturer's date range, it was determined to replace pumps on a case by case basis.