



|                    |   |                       |                   |                |  |
|--------------------|---|-----------------------|-------------------|----------------|--|
| <b>Date</b>        | 5/3/16  | <b>Service Note #</b> | 2500x-2098        | <b>Updated</b> |  |
| <b>Product</b>     | Model 2500x Water Baths                       |                       | <b>Created By</b> | Sean Gilmore   |  |
| <b>Description</b> | Cracks in Distek Standard 1 Liter Water Baths |                       |                   |                |  |

|                |                                     |                 |                                     |                     |                          |                  |
|----------------|-------------------------------------|-----------------|-------------------------------------|---------------------|--------------------------|------------------|
| <b>Release</b> | <input checked="" type="checkbox"/> | <b>Internal</b> | <input checked="" type="checkbox"/> | <b>Distributors</b> | <input type="checkbox"/> | <b>Customers</b> |
|----------------|-------------------------------------|-----------------|-------------------------------------|---------------------|--------------------------|------------------|

### Serial Numbers Affected

Model 2500 instruments with serial number 2501504 and earlier and Model 2500i instruments with serial number 2571053 and earlier

The purpose of this document is to inform and instruct Distek personnel regarding standard water baths, especially those that develop cracks at customer sites.

### OVERVIEW

For roughly 10 months we experienced various quality issues with our new water bath supplier, which led to varying degrees of cracks appearing in some baths. After exhaustive internal and external failure analysis the root cause was identified and a Corrective Action Report (CAR) was generated and subsequently closed in October 2015. As a result of the CAR the manufacturing process was improved including a more careful inspection of the incoming raw material by our bath supplier. Model 2500 instruments with serial number 2501504 and earlier and Model 2500i instruments with serial number 2571053 and earlier may experience cracking in the water bath.

**Distek will replace, at no charge, any cracked baths shipped two (2) years prior to November 1, 2015.**

### ALGAECIDES

Customers wishing to extend the useful life of their water baths should be careful not to use excessive amounts of algaecide or biocide. The manufacturers' recommendations regarding concentrations should be followed and algaecides and other chemicals must not be allowed to contact the water bath in a concentrated form. Customers should make sure that the biocides they use are compatible with the water bath material and are only added after the bath has been filled with water. **Note:** Water baths received prior to January 1, 2015 were Acrylic...those received after January 1, 2015 are Polycarbonate.

**CLEANING**

When cleaning water baths, a very dilute mixture of household detergent (such as dish detergent) in water may be used, although water alone may be adequate and safer. Ethyl alcohol (<10%) and Isopropyl alcohol (<25%) may also be used. Other chemicals should be avoided, including window cleaning solutions, ammonia solutions and bleaches. No abrasive cleaning solutions or materials should be used. Use of a clean, soft cloth or sponge is recommended.