LUDLUM MEASUREMENTS, INC.
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DESIGNER AND MANUFACTURER
OF
SCIENTIFIC AND INDUSTRIAL
INSTRUMENTS

CUSTOMER NOTIFICATION
8January2014

We have identified two issues with the Ludlum Model 9DP family instruments shipped during the period of January 2010 to January 2014. These issues may affect any instruments within the 9DP family. These issues could cause variations in instrument readings, especially at background levels and with temperature variations, or a gradual loss of pressure of the internal detector causing low readings on all scales.

Our records indicate that you have purchased one or more of these instruments. A fix for these problems has been developed, and will be offered free of charge to any customers with this instrument. If you send the unit back to Ludlum Measurements, all repair, calibration, and return shipping charges will be paid by Ludlum Measurements Inc. Modified units will be identified by a main firmware number (displayed on powerup) of "1.2.11" or later.

We sincerely apologize for any inconvenience this may cause. If you have any questions, please do not hesitate to contact our sales department for further information at your convenience.

Larry Hillis

Larry Hillis, QAM LMI

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January 16, 2014

To Whom It May Concern:

Ludlum Measurements, Inc. recently sent a Customer Notification letter to our customers of the Ludlum 9DP family of instruments. This letter explained that the Ludlum 9DP units shipped had two potential problems, that of pressure loss and that of variation in readings. This letter gives greater detail on these two issues.

The issue of pressure loss is pretty straightforward: loss of pressure of the internal detector results in a drop in readings on all scales, eventually resulting in readings of zero. On repair units, we typically saw this as a gradual loss of pressure over weeks or months. The root cause was identified as a marginal glue joint around the contact pins of the chamber. The new design or "fix" for this problem utilizes a much thicker glue joint-one unlikely to leak even under temperature or mechanical shock.

The second issue of reading variations was noticed exclusively on the lowest scale. Typically the radiation background measurement is about 10 uR/hr (0.10 uSv/h), but some units would either display 0.0 or maybe consistent readings of 40 uR/hr (0.40 uSv/h). In other words, this problem would manifest as a shift in readings of typically a few tens of uR/hr. This issue would not affect readings made on the higher scales of the instrument. The root cause of this issue was traced back to an instability of the electrometer circuit. Units returned to us at this time will have that circuit replaced.

Lastly, I want to stress that many customers have not seen either problem. This instrument return is a recommended course of action, but certainly not mandatory. As usual, proper instrument use includes regular check source readings to ensure that the unit is properly functioning.

Sincerely,

Richard Smola
Director of Engineering
Ludlum Measurements, Inc.