

# LANDAUER

January 4, 2012

Client Name

Address

City, State zip

Re: Technical Bulletin LDR-TB-2011-001

Dear Client Name,

Recently you may have experienced a delayed shipment of our screened nanoDot™ dosimeters. The reason for the delay was that we revised our nanoDot™ dosimeter screening process and, as a result, we would like to clarify the specified accuracy of our nanoDot™ products. Enclosed is a summary of the recommended steps to achieve optimal performance.

- A. If you follow the enclosed procedure, the expected uncertainty in measurement using a screened nanoDot™ is  $\pm 5\%$  at the 95% confidence level ( $k=2$ ). Accuracy was previously specified at the 68 percent confidence level ( $k=1$ ).
- B. If this procedure is not followed, the expected uncertainty in measurement using a screened nanoDot™ could be as high as  $\pm 10\%$  at the 95% confidence level ( $k=2$ )

The purpose of this technical bulletin is to inform you of our new procedures and specifications. We have enclosed an updated technical brochure with these new specifications. We would also like to advise you that we have resumed shipping screened nanoDot™ dosimeters and the back-log of orders will be filled over the next twelve weeks.

If you have unused (unopened) screened nanoDot™ dosimeters in your inventory, and you would like to replace them with nanoDots produced using the new screening process, then LANDAUER will replace them upon request. The steps to follow are:

1. Call our support team at 800-561-2708 and we will issue an Return Manufacturers Authorization (RMA)
2. Provide us the quantity of nanoDot™ dosimeters to be replaced
3. Ship them in the envelope provided by LANDAUER
4. We will ship the replacement nanoDot™ dosimeters as promptly as availability allows

Thank you for your support and please feel free to contact us with any questions.

Sincerely,

Christopher N. Passmore, CHP

VP Technical Services