

## DG-700 Recommended Firmware Update

DG-700 gauges sold prior to November 2003 contain a small programming error in the gauge's internal Firmware, which under certain circumstances, can cause the gauge to display a pressure reading of approximately 700 Pascals when no pressure signal is applied to the sensor. To correct this problem, the gauge will need to be sent back to The Energy Conservatory (TEC) where new Firmware will be installed in the gauge (at no charge).

### How Critical Is this Problem?

- While all DG-700 gauges sold before November 2003 contain this programming error, most of these gauges will not exhibit the problem. There have been only 10 confirmed cases of DG-700 gauges exhibiting this problem since the gauge was introduced in April 2003.
- This Firmware problem does not directly affect the calibration of the gauge. As long as the gauge displays pressure readings of 0.0 Pascals on both Channels with the gauge stationary and no pressure signal applied to either sensor, the gauge readings will be reliable. A gauge exhibiting this Firmware problem will display obviously incorrect pressure readings – the pressure readings will be approximately 700 Pascals larger than expected.
- If your gauge is not exhibiting this problem, you may wish to wait until it is time for the gauge's annual recalibration before returning the gauge to TEC. All gauges sent in for recalibration with Firmware Versions 1 or 2 (see below) will automatically have new Firmware installed.

### Identifying Gauges that Should Have New Firmware Installed

On the back of your DG-700 gauge you will find a calibration sticker which lists the most recent calibration date and the instrument serial number. The middle number on the **Instrument Serial #** line contains the Firmware Version currently installed in the gauge. In the two examples below, gauge #30 has Firmware Version 1 installed, while gauge #399 has Firmware Version 2 installed.

**Instrument Serial #** 0030-1-700  
                                  ↑  
                          Firmware Version #  
                                  ↓  
**Instrument Serial #** 0399-2-700

All gauges with Firmware Version 1 and Version 2 contain this programming error and should eventually be returned to have new Firmware installed. When the gauge is returned to you, the new calibration sticker on the back of the gauge will indicate that new Firmware Version 3 (or greater) has been installed.

Gauges containing Firmware Version 1 or 2 should be sent to:

The Energy Conservatory, Inc.  
2801 21<sup>st</sup> Ave. S., Suite 160  
Minneapolis, MN 55407  
Attn: Firmware Update - TB 300

*Please include shipping instructions.*