

10 October 2009

Dear Customer,

Subject: Voluntary Recall Metrix Proximity Transmitters TXR and TXA

It is Metrix's intent to manufacture and ship only defect free, robust products. All defective products are subject to root cause failure analysis and we analyze all data both from production and field failures. This process has resulted in the identification of a potential quality issue with the TXR and TXA products that were manufactured between December, 2008 and July 2009.

What is the problem?

A diode used in the power input of the TXR and TXA Transmitters has been found to fail upon under certain conditions. This diode has caused a failure rate of 0.2% of product sold within the affected time period. While this failure rate is very low it is unacceptable to Metrix so we have discontinued the use of the diode and scrapped any in house product that may have been built with the defective diode. All products shipped after July 2009 have had the suspect diode removed.

What should I do now?

While the failure rate of these products is very low Metrix believes that you should be aware of this potential problem. Our records indicate that about 50% of the product that was built during the time period had the suspect diode installed but we are unable to identify the specific transmitters. The failure mode of the transmitters is demonstrated by an invalid 4 - 20 mA loop current of 0mA or in some cases >> 20mA. In both cases the loop current will be recognized as a defective loop device by your system. Any defective transmitters will be replaced under warranty. In addition because of our commitment to quality, Metrix will replace any transmitters shipped during the suspect time period (Build date: 12/08 to 07/09; Please refer to the picture on the next page to find out the build date info on the unit) regardless of their current operating condition.

Should you decide to replace any TXR or TXA transmitters Metrix will replace these parts under warranty. Please contact our Customer Service Team at (281) 940-1802 or email your request to cs@metrix1.com. A customer service team member will assist you with the returned material authorization.

We apologize for the inconvenience and thank you for your business.

Regards,



Randy Chitwood
Vice President
Metrix

Please look for built date as shown in below picture.

