

July 2013 issue 2

Dear Customer

## RECALL OF X-50 AND X-5000 SERIES CLOSED BEAM ANALYSERS

While we have made every effort to contact our customers directly, we are aware that some analysers have been sold through third parties or sold on as second user equipment. We would like to advise you that we have become aware the following issue that could affect your X-50 / X-5000 instrument.

1. On a few analyzers, we have found that the lid can be opened up to 1cm before the safety interlock on the x-ray tube disengages and shuts off the tube. We would like to install new interlocks to make sure this does not happen and to make sure the analyzer is operating to correct specifications. Let me assure you that this issue is not encountered under typical operation, and if it does, it does not pose any safety issues.
2. In normal operation, if the lid is lifted during a reading, the analyzer interlocks will trigger the tube to shut off. On some analyzers, it has been noted that if the lid is shut again, the tube will automatically start. We need to do a software update to make this operate properly.
3. We would like to add additional shielding to the analyzer. Your analyzer has sufficient shielding and is a very safe instrument to use. This additional shielding offers added security for any sample type and geometry that our users may test.

We are requesting that you send your analyzer in for inspection and upgrades. We will fully test your analyzer as well as give it an upgrade to the latest failsafe hardware.

This work typically takes up to two weeks and we are scheduling this work ahead in an effort to expedite turnaround as much as possible.

Please could you contact Olympus Industrial Service Helpdesk to schedule when the update will take place.

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I'd like to reiterate that your X-50 / X-5000 analyzer meets or exceeds standards of safety for X-Ray emissions. The modification is to ensure the analyzer is completely issue-free.

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**Please note, this issue only affects analysers purchased before October 2011.**