



Service Bulletin

Scan Transponder-5 Software Issue

Date of Release: October 25, 2007

Background: It has been determined that the Scan Transponder-5 (ST-5) has a software issue which affects its communication with the Quadlogic meters. The current software configuration will cause the Scan Transponder-5 to stop communicating with the meters after December 27, 2007.

A software upgrade on the Scan Transponder-5 will be required to fix this issue. Quadlogic will provide assistance in updating all the Scan Transponders.

Units Affected: All Quadlogic Scan Transponder-5's shipped prior to October 1, 2007.

Recommendation: Customers are encouraged to contact a Quadlogic technical support representative to seek assistance in updating the Scan Transponders as soon as possible.

For Installed Scan Transponders (with Remote Access)

Please e-mail the following information to jrea@quadlogic.com and jperez@quadlogic.com:

- Your name, company, telephone number and e-mail address
- The serial numbers of the ST5(s)
- The name and address of the sites
- The telephone number used to dial in to the ST5(s)

A Quadlogic technical support representative will update the software remotely in these cases and send a confirmation to you that the software has been upgraded. Instead, you may contact us by phone.

For Installed Scan Transponders (without Remote Access)

Please call a Quadlogic technical support representative to schedule a site visit to update all the Scan Transponders installed. Quadlogic will request that all customers arrange access to the building sites prior to the visit.

For Scan Transponders in Inventory

Please contact Quadlogic technical support.

Contact: Technical Support Department

Quadlogic Controls Corporation
33-00 Northern Blvd.
2nd floor
Long Island City, NY 11101
(212)930-9300

Contact: Jeff Rea x334 jrea@quadlogic.com
Jhon Perez x335 jperez@quadlogic.com

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