



**VARIAN**

***SERVICE ALERT***

**Number: SALC-2008-1**  
**Date: November 1 2007**  
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Model Number: <b>PS 325</b>	Originator: <b>Petro van Poppel</b>	S/N Affected <b>All units running</b>
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**\*\* INFORMATION ONLY \*\***

***New firmware for PS 325 Detectors showing a “zero order failure”***

**Affected Equipment:** All PS 325 detectors that are showing a “zero order failure” at startup.

**Summary:** There have been a number of instances where at startup a PS 325 detector may show a “zero order failure” error. Basically, when searching for the “zero order spectra”, the mirror stops against a “stopper rod”. In some cases, this end stop can occur in between two motor steps, causing the mirror to move numerous micro steps away from the “stopper rod”. The current firmware’s search window range is sometimes unable to find zero order position, since it falls outside of the search window, causing the “zero order failure” error message to appear.

**Field action:** New firmware has been created to rectify the problem. The search window in the new firmware has been made larger in order to always include the zero order spectra, regardless of the position of the stepper motor. Please download the firmware from [http://dealernet.varianinc.com/oznet/Chromatography/LC\\_service/Downloads/ProStar325\\_V2.zip](http://dealernet.varianinc.com/oznet/Chromatography/LC_service/Downloads/ProStar325_V2.zip) and upload this on to the PS 325 detector using the [LC Firmware Downloader](#).