



Technical Service Bulletin - Metrix

Advisory - DPS Low Temperature Compensation for Bently Nevada¹ 3300XL 5/8mm probes with a 9-meter System Length

Units Affected:

DPS 1.3: all units

DPS 1.35: all units that use Database 1.10 or previous (units manufactured prior to 1 Feb 2019)

Issue: If the temperature of your MX2033 Driver or MX2034 Transmitter Unit goes below -25°C (-13°F), then this Advisory applies to you. For affected DPS MX2033 Driver or MX2034 Transmitter Units subjected to temperatures lower than -25 °C (-13°F) the millivolt and (in case of the transmitter) the milliamp output performance is impacted per the table below.

Details: DPS performance with regard to linearity and drift may be outside the lower portion of the API 670 operating range between -25°C and -35°C.

Average variance outside of the API 670 Standard and Metrix Datasheet at temperatures between 0°C and -35°C for a 9-meter BN 3300XL systems are as follows (Note – API 670 does not specifically address 9-meter systems):

Temperature	Variance Outside of API 670 Standard and Metrix Datasheet
0	0 %
-15	0 %
-25	0 %
-35	2.54 %

Workaround(s):

1. If the DPS application does not require the temperature range in question, below -25°C (-13°F), then no actions are necessary.
2. If the unit is version DPS 1.3 and the application of the product requires operation within the affected temperature range, contact Technical Support for an easy field deliverable upgrade or use the eRMA process and return the unit to the factory to receive the upgrade.
3. If the unit is version DPS 1.35 and the application of the product requires operation within the affected temperature range, then update the unit to the probe database V 1.12 or greater. The latest release of the probe database can be found at the following link, <http://www.metrixvibration.com/products/proximity/digital-proximity-system/product/655/mx2033-3-wire-driver>

For further questions and support please see our website or contact Technical Support (techsupport@metrixvibration.com).

<http://www.metrixvibration.com/contact-us/returns--repairs/view>



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