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CUSTOMER SERVICE BULLETIN

CSB No.: 2017-01

Title: Improved Accuracy and Housing Enclosure for TLTS Stem Position Encoders (SPE)

Affected Products: All TLTS Stem Position Encoders (SPE's)

Specific Models: QL3 SPE 30inch, P/N: 160564
QL3 SPE 50inch, P/N: 160643

Description:

This CSB is to notify our customers that:

1. The stated uncertainty for our TLTS digital displacement encoders has been improved.
2. The material of the protective housing has been changed from plastic to aluminum.

TLTS has conducted extensive testing into the uncertainty of our 30inch and 50inch Stem Position Encoders. The existing accuracy specification is ±0.12% of Full Scale. For a 30inch SPE this equates to ±0.036inches, a dimension that becomes significant when testing small valves.

This testing has resulted in an improvement of the uncertainty to **±0.04% of Full Scale** or ±0.012inches. No modifications to existing SPE's are required to take advantage of the tighter uncertainty. Units must only undergo a calibration to certify that they meet the new specification.

TLTS has also made an improvement to the housing enclosure for all Stem Position Encoders. Previously these enclosures were made from a red transparent plastic material. Some customers have experienced cracking of these enclosures and TLTS has decided to replace these with **full aluminum enclosures**. This change causes the digital SPE to now look very similar to the analog Stem Position Indicators (SPI's). However, the digital SPE's are easily distinguished by the red LEMO connector strain relief.

Customer Action Required:

No mandatory customer action is required as a result of this bulletin. Customers now how have the option to calibrate their digital SPE's to the improved accuracy. SPE's with damaged or cracked plastic housings can be sent in to be converted to aluminum housings at no cost.

J.M.R.