



Customer Recall Notification

September 27, 2018

FOR URGENT ACTION: ISSUE WITH OMNI INPUT MODULE 68-6208 E 3000/6000 SERIES FLOW COMPUTER

Dear Customer,

Quality and Customer Satisfaction are our top priorities.

We work extremely hard in producing high quality products. Regrettably, OMNI Flow Computers has determined that Revision H 68-6208 E-Modules, shipped from May to September 2018, have an issue that affects the performance of the Pulse Interpolation proving function commonly used with small-volume provers (per API Manual of Petroleum Measurement Standards Chapter 4.6). This issue will only be a concern to users attempting to initiate a proving sequence. Please note that no other functions or operations are affected.

CUSTOMERS AFFECTED:

Customers who are using the Pulse Interpolation proving input on the 68-6208 E-Module primarily to connect with small-volume/compact/reduced-volume/piston provers.

PRODUCTS AFFECTED:

3000/6000 Series Flow Computers shipped with 68-6208 E-Modules from May to September 2018.

10620800 Rev H Assemblies (68-6208) ordered as spares from May to September 2018.

Specific 68-6208 Rev H Module Serial number range 22201H6208 – 23468H6208.



Figure 1 – Affected 68-6208 E-Module Revision H

CUSTOMER ACTIONS:

Customers who are affected by the issue described in this notice must contact OMNI Flow Computers, Inc. Customer Support (helpdesk@omniflow.com) as early as possible to discuss our material return plan. OMNI will process returns/replacements as quickly as possible.

OMNI Flow Computers is dedicated to maintaining our position as the industry's quality leader. We appreciate your business and will continue to strive to provide you with the best possible products and services.



Michael Saiphoo
Vice-President and General Manager

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