

**Date:** April 25, 2019

**TO:** LMI Distributors, Service Professionals, and End Users

**RE:** PRODUCT SAFETY NOTICE

### Important Product Safety Notice Involving 35708 Pulsers (“Notice”)

Milton Roy, owner of the LMI brand (“LMI”) has recently become aware of a firmware change (“AML v2.0”) in our 35708 Pulsers – the electronic component used to control the stroke speed (frequency) of our LMI P1, B1, C1, AA1 and Uni-Dose U1 pumps – that bounds the speed setting between 1% and 100%. This limits the user’s ability to set the speed to zero, even when the top knob is turned fully counter clockwise, indicated by the green light remaining on.



AML V2.0 Firmware

This Notice applies to the LMI P1, B1, C1, AA1 and Uni-Dose U1 pumps, purchased after **October 1<sup>st</sup>, 2018 with serial numbers starting with 1810, 1811, 1812, 1901, 1902, and 1903** where the green indicator light does not turn off when the speed knob is set to zero, and the speed remains at 1 SPM.


The prior firmware bound this range between 0% and 100%, which allowed a zero state, where the green indicator light would turn off and the stroke speed would remain at zero SPM.

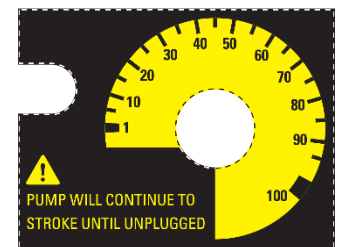


Previous v1.0 (and future v3.0) Firmware

With this AML v2.0 firmware, turning the speed knob to zero while the pump remains plugged in will not stop it from stroking and could cause bodily injury if servicing the pump in this state. While we never advise using the top speed knob as a way of de-energizing the pump, we believe the visual indication on our speed knob may not accurately reflect stroke speed.

In this effort, we have designed the following dial overlay (part “57477”) to clarify the 1 to 100 SPM range and clearly instruct users that the pump will continue to stroke until the pump is unplugged and the green indicator light has turned off.

 **Pump will continue to stroke until unplugged.**



57477 Dial Overlay

**Pumps and Controls**  
**817-472-7337**  
[tech@pumptx.com](mailto:tech@pumptx.com)

If you have any questions about how to identify affected products, please contact us or another resource at Milton Roy.

**Please see the next page for corrective action requirements.**



### **Corrective Action:**

**For Distributors:** Please update all existing stock with the 57477 dial overlays. These will be provided as soon as they are available at no cost.

Promptly affix the 57477 dial overlay to any affected LMI P1, B1, C1, AA1 and Uni-Dose U1 pump containing the AML 35708 Pulser that may be in your inventory and provide us with confirmation that all affected pumps have been modified. We also request that you forward this notice electronically to all customers that have purchased an affected pump after October 1, 2018. Distributors will be compensated at the standard hourly rate for making the necessary changes.

**For Service Professionals and End Users:** Once received, please update any affected pumps in your possession or service with the 57477 dial overlay. If you take this corrective action, LMI will extend your warranty by 2 years, giving you a 4-year warranty.

We request that you promptly affix the 57477 dial overlay to any affected LMI P1, B1, C1, AA1 and Uni-Dose U1 pumps containing the AML 35708 Pulser that may be in your possession. If you are unable to fulfill this request, please contact LMI or your local distributor to make alternative arrangements.

### **For affected pumps that have been sold and are no longer in your possession or service.**

We request that you email or call with the contact information of any customer that purchased the affected product or anyone that may have affected products in their possession. LMI will contact those individuals and arrange for the 57477 Dial Overlay to be sent to them, or otherwise arrange for the pump to be returned to LMI for rework or replacement.

### **Contact information**

All inquiries and questions relating to this issue may be directed to your local distribution partner or directly to Milton Roy.

**Attn:** Eric Pittman  
**To:** [info@lmipumps.com](mailto:info@lmipumps.com)  
**Re:** 35708 Pulser

We apologize for any inconvenience caused by events in this Notice. The continued safe operation of our products is our primary concern.

Regards,

**Pumps and Controls**  
**817-472-7337**  
[tech@pumptx.com](mailto:tech@pumptx.com)

**Eric Pittman**  
Global Product Manager  
LMI and Milton Roy