

Technical Bulletin

DG-700 Firmware Revision (Ver 4)

DG-700 gauges sold prior to January 24, 2005 contain a small programming error in the gauge's internal Firmware, which under certain circumstances, can cause the gauge display to freeze during operation. To correct this problem, the gauge will need to be sent back to The Energy Conservatory (TEC) where new Firmware will be installed in the gauge (at no charge).

How Critical Is this Problem?

- While all DG-700 gauges sold before January 24, 2005 contain this programming error, most users will not experience this problem. The problem occurs when monitoring airflow readings over an extended period of time. When the display freezes, all buttons except ON/OFF are inoperable. If the gauge is turned off and then back on, the gauge will operate normally.
- This problem does not occur when the gauge is being used for automated Blower Door testing along with the TECTITE software, or when data logging using the TECLOG software.
- This problem does not affect the calibration or accuracy of the gauge.
- If you are not experiencing this problem, we advise you to wait until it is time for the gauge's annual recalibration before returning the gauge to TEC. All gauges sent in for recalibration with Firmware Versions 1, 2 or 3 (see below) will automatically have updated Firmware installed.

Identifying Gauges that Should Have New Firmware Installed

On the back of your DG-700 gauge you will find a calibration sticker which lists the most recent calibration date and the instrument serial number. The middle number on the **Instrument Serial #** line contains the Firmware Version currently installed in the gauge. In the three examples below, gauge #30 has Firmware Version 1, gauge #399 has Firmware Version 2, and gauge #1900 has Firmware Version 3 installed.

Instrument Serial # 0030-1-700
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 Firmware Version #
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Instrument Serial # 0399-2-700
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Instrument Serial # 1900-3-700

When the gauge is returned to you, the new calibration sticker on the back of the gauge will indicate that new Firmware Version 4 (or greater) has been installed.

Gauges being sent back to TEC for a Firmware update should be sent to:

The Energy Conservatory, Inc.
2801 21st Ave. S., Suite 160
Minneapolis, MN 55407
Attn: Firmware Update - TB 400

Please include shipping instructions.