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IMPORTANT MESSAGE - DISOCONT Tersus / INTECONT Tersus and Satus / DISOMAT Opus / SHAKE CONTROL: Outputs Frozen

Dear Customer,

According to our records you have been supplied by Schenck Process Group with one or different types of the following controllers

DISOCONT Tersus, INTECONT Tersus, INTECONT Satus, DISOMAT Opus, SHAKE CONTROL

Please be informed that due to a software failure, it is likely, that the controller's software discontinues to update the physical outputs if the controller had voltage for a longer period than 200 days. If this problem occurs while the feeder is running, the machine can only be stopped by switching the power supply off. Although all other functions still work as expected after a normal stop command or alarm, the feeder indicates that it is stopped but in fact, the machine keeps on running.

Depending on the respective application, the above-mentioned problem may cause significant incorrect feeding and consequently severe damage to human life and limb or third party property.

Following software versions may have the above-mentioned problems:

DISOCONT Tersus:

- VLW 20172-002 (released 2016-11-24) to VLW 20172-005
- VWF 20172-001 (released 2017-08-11)
- VMC 20172-001 (released 2018-03-05) and VMC 20172-002
- VIO 20170-006 (released 2018-01-23)

INTECONT Tersus:

- VMC 20650-002 (released 2018-11-15)

INTECONT Satus

- VBW 20790 -013

DISOMAT Opus

- VWW 20700/1-14 to 1/16

SHAKE CONTROL

- VVC29170 – 01 and 02

As an immediate measure, we strongly recommend switching off the power supply of the controller as soon as possible for at least 30 seconds.

After a re-start, the controller will work for a period of around 200 days without any restrictions. By each switch-off of the power supply, the controller will work for further 200 days without any restrictions.

Schenck Process Group will provide a software update as soon as possible. We will inform you with a separate letter about the further procedure.

In case you should have resold the controller meanwhile, you are kindly instructed to inform your customers accordingly.

For any further question please contact your local Schenck Process service department or call + 49 6151 1531 3065

Best regards
Schenck Process Europe GmbH

The Management Board