

Customer Service Letter



To: FlashCore3 Customers

Date: March 6, 2013

RE: New systems purchased after March 1, 2012

Subject: Programmer Assembly Review

Product: FlashCore3 programmers in RoadRunner, PS Systems, and FLX Systems

Data I/O has led the device programming industry in quality, speed and reliability for 40 years. We take this responsibility seriously and are always striving to achieve the highest quality standards. This includes proactively addressing problems as they are reported.

In reviewing some recent programmer module failures, we found that one of the FlashCore3 boards in our programmer assembly had an incorrect buffer chip placed on it by our contract manufacturer. Fortunately, this chip does not impact the signals to the programmable device in socket. This chip is incompatible with our newest programmer firmware – version 5.50.00.C. This issue only applies to FlashCore3 assemblies, and only to some programmer assemblies shipped after March 1, 2012.

We are in the process of removing all related boards from circulation. We are proactively replacing all the boards that fall under the specific vendor lot code and serial number range at no charge to you. We are replacing this board whether it is in a RoadRunner, PS system, or FLX system. FlashPak3 main boards were not involved in the affected lot from our contract manufacturer. We anticipate recovering over 90% of the affected boards by March 31st, 2013.

In the case where customers install our newest firmware – version 5.50 or later – and have the incorrect chip installed, they will find that the programmer is not able to boot up after being upgraded. The incorrect chip prevents the board from running at the higher clock rates utilized with firmware 5.50. If you find this symptom after upgrading your firmware, please notify us right away.

We have also developed two tests that will identify waveform boards with the incorrect chip. These tests are performed by first installing beta firmware 5.49.50 onto the programmer, then making a job using a special beta algorithm. For details, please find "FlashCore3 Module Test Procedure" at http://ftp.dataio.com/Service_docs/WaveformBoard_Test

We regret that this issue has occurred and are committed to proactively take the appropriate steps to replace these boards as quickly as possible. We want to reiterate that this does NOT affect the signals to the devices in socket. If one of your programmers is found to have this issue, we can assure you that the devices were programmed and verified correctly per the manufacturer's specifications.

Jurgen Brussler, Worldwide Service Manager
Data I/O Corporation
Tel: 425-881-6444
Email: support@dataio.com