

# Product Service Bulletin

Compuquest, Inc.  
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Bartlett, IL 60103-4423  
Tel 630-830-2700  
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Product: AlphaSense Models AS100-01, AS100-08, AS100-SP, AS100-MP, AS100-FF,  
AS100-IP01, AS100-IPFF, AS100-IPMP

## **Did you know..... new AlphaSense For Networks is here!!!!**

AlphaSense for Networks (AFN) is the next generation of the AlphaSense unattended monitoring and wireless messaging system manufactured by Compuquest, Inc., which has been widely used in diverse applications for many years. AFN retains compatibility with existing older AlphaSense installations, and adds a broad array of additional features and capabilities. If you would be interested in upgrading your AlphaSense installation, please contact sales at either 800-722-2353 or [sales@compuquestinc.com](mailto:sales@compuquestinc.com). Existing users of the older products would receive discounts in exchange for trading old units in. Units eligible for trade-in should preferably be in active service currently, not be damaged physically, and be in good working order.

Find out more here: <http://compuquestinc.com/afninfo.html>

**Subject:** Microcontroller Module Battery Life Warning Message and Periodic microcontroller Module Replacement

**Summary:** These products contain two levels of battery backup. One is a rechargeable battery which acts to support the product's operation in cases of external power failure, and does not need periodic replacement since it can be recharged. The other is a lithium battery, similar to those found in calculators, and provides non-volatile storage to the entire micro-controller memory and user data space. It has a max life expectancy of two years. The state of the lithium battery is monitored by the self-test procedure of the product, and a battery life warning message is issued when the battery life is within 30 days of becoming unreliable. Each product installation is different depending on power-failures and other events that occur during the products installed life, so the battery life warnings may occur at different intervals, and a maximum-allowable-life algorithm is also used.

**Action:** When you receive the battery warning message, Contact Compuquest with the model and serial number of the affected product. Compuquest will ship you a plug-in module containing replacement battery, and microcontroller/memory. The module will be pre-loaded with the latest operating firmware update for your product model. Following the simple instructions that are included, you will replace the plug-in module, and return the old one to Compuquest.

**Costs:** The cost for a microcontroller module plus software upgrade is \$125.00 plus shipping. Optional re-programming new module with current user settings is \$98.00 (see page 3). **IMPORTANT:** If customer performs the module exchange, and the old module is returned to Compuquest within 30 days of invoice date, a credit of \$40.00 will be issued to the credit card used for the initial purchase. Customer's with open accounts will receive a credit on account. At customer's option, the product may instead be returned to Compuquest and we will perform the module exchange at a cost of \$125.00 plus return shipping of unit. If desired, a new product User's Manual may be purchased for \$10.00 each.

Orders may be placed using credit card, Paypal or COD.

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To purchase your micro-controller module for AlphaSense at a cost of \$125.00, optional re-programming for \$ 98.00, plus selected shipping charges, please complete the following information and fax back to 630-830-0877. The micro-controller module is a custom part created solely for this unit, the order is not cancelable or returnable.

AlphaSense Model: \_\_\_\_\_ Serial Number: \_\_\_\_\_  
(Required)

Re-Program New Micro-Controller Module with current settings, please see page 3 of this document for additional required information.

Complete Shipping Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
(If entered, you will receive shipment notification)

UPS Ground: \_\_\_\_\_ UPS Second Day: \_\_\_\_\_ UPS Next Day: \_\_\_\_\_

VISA: \_\_\_\_\_ Mastercard: \_\_\_\_\_ COD: \_\_\_\_\_ \*Paypal: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Name of Card Holder: \_\_\_\_\_

Signature: \_\_\_\_\_

\* An invoice will be sent to the above email address that is payable by paypal.

Sincerely;

Customer Service

## Eliminate AlphaSense Downtime

**Use our re-programming option when ordering your new micro-controller module.**

When your new micro-controller module assembly arrives, it will need to be reprogrammed with your messages and rule settings. As part of the module exchange, your new one is loaded with the latest operating system firmware for your model, and all settings are at factory default.

Have you done any access or re-programming of your AlphaSense in the last year or more? Since AlphaSense is so reliable, most all users tell us they have not logged into their units in “ages”.

AlphaSense is not difficult to program, but there are about 200 possible entries to be made. You will have to set up communications software to access AlphaSense if you have not already done so. And, if problems arise, time-and-materials support can become costly.

Why not let Compuquest, Inc. do the re-programming for you?

For just \$98, we will do the following:

- Access your existing AlphaSense and download all your current settings.
- Program these settings into your new micro-controller before shipment.

**When you get your module back, just plug it in and its ready to run – just like before the change!**

All we need from you is to check the box below, provide the needed info and your signature, then fax this page back as part of your micro-controller order form:

Yes, I would like Compuquest, Inc re-programming of User Settings as described above

My AlphaSense is connected to phone number (    ) - \_\_\_\_\_ - \_\_\_\_\_

The password to access this unit is \_\_\_\_\_

Best time range for Compuquest to access your unit (leave blank for anytime) \_\_\_\_\_

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date