

MVE Tech Tips

A monthly publication for the MVE Biological Products Distributors

October 2002

CLEANING UP OLD RMA'S – NEW PROCEDURE AS OF OCTOBER 1:

After a RMA has been issued by customer service it will remain open for 3 months. If the unit has not been received during that 3 month period, than the RMA will be closed. On open RMA's waiting for replies from distributor on an OK for repair estimate or answer to either scrap or return we ask that you get back to us within the week that the call is placed. If no call is received, then the unit will be returned as is to the distributor. We need your assistance in order to make the RMA process as quick as possible.

CRYO CYL PRICES:

On November 1st, updated list prices for the following Cryo Cyl's will go into effect. A mailing will also go out in early October to all distributors with the specifics. Your standard discount will still apply to these items:

Cryo Cyl 35	109803671	\$2058.00
Cryo Cyl 50	10980663	\$2223.00
Cryo Cyl 120 LP	10648396	\$2575.00
Cryo Cyl 180 LP	10648450	\$2264.00
Cryo Cyl 230SB	LP 10648556	\$3168.00
Cryo Cyl 230RB LP	10648599	\$2930.00

XLC SERIES:

A new service part number has been established for XLC 1840/1 lid assemblies. These part numbers are for customers that need a complete replacement lid assembly for their freezer. Each assembly includes the aluminum lid with handles, a new cork and PVC liner, as well as a new gasket. For freezers that were manufactured before January 14th of 2000, the correct part number is 10536749S. The correct part number for freezers manufactured since January 14th of 2000 is 11087615S.

A heavy-duty hinge is also now available for the XLC product line. The hinge is made entirely of .120" wall stainless steel, and uses heavy duty hinge pins and bearings. The stainless steel will prevent corrosion while the heavy wall material bearings will significantly extend hinge life in severe applications. The part number for the hinge is 11755038, and it comes with the high rate spring used on 1840/1 lids. If installed on a freezer model other than 1840/1, the old springs must be reused to provide proper tension. As of October 4th, all XLC 1840/1 models will come with the new hinge installed.

MVE ETERNE SERIES AWARDED PATENT NUMBERS:

The design of the new MVE Eterne freezers has been awarded both US and European patent numbers. The new design results in an isothermal temperature gradient across the entire height of the freezers. This produces near liquid nitrogen temperatures for samples stored in the top most position of the racking system. Now repositories and labs can have the long shelf life associated with liquid storage without the risks. Facilities whose protocol requires vapor storage will greatly benefit from this design. The US patent number is 6,393,847B1 and the European patent number is 01310951.7-2423.

If you have any questions please contact your MVE/Chart customer service representative @ 888 683-2796.

Any questions concerning your XLC freezer please contact Gil Edwards @ 770-720-6714.

E-mail gil.edwards@chart-ind.com

Questions concerning aluminum dewars can be directed to Jim Bachman at 952 758-8520.

E-mail jim.bachman@chart-ind.com



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