



AIM & THURLBY THANDAR INSTRUMENTS

07/03/2023

Subject: Urgent Product Recall Notice - QPX750SP Mains Transformers

Dear Valued Customers,

We regret to inform you that a recent quality assessment has revealed an issue with the mains transformers used in the QPX750SP DC Laboratory Power Supply. After thorough investigation and disassembly of samples, it has come to our attention that the transformer supplier did not adhere to the precise specifications outlined in the engineering drawings.

Issue Details:

- **Affected Product:** QPX750SP
- **Component:** Mains Transformer
- **Problem:** Non-compliance with safety requirements due to incorrect build
- **Risk Assessment:** Although the transformers shipped have successfully passed the required product safety tests including the 2KV isolation test, the construction does not meet the defined safety standards.

Immediate Action Required: We take safety seriously, and in light of this discovery, we are initiating an **urgent product recall** for the following units.

Sno 580064 to 585809

Purchased between March 2023 and February 2024

Next Steps:

1. **Stop Usage:** If you have any QPX750SP units with the specified serial numbers, please **immediately cease their usage**.
2. **Contact Us:** Reach out to our customer support team at:

Email sales@aimtti.com or Phone +44 (0)1480 412451

to arrange for the return and replacement of the affected unit.

3. **Replacement Process:** We will expedite the replacement process to minimize any disruption to your operations.



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We sincerely apologize for any inconvenience this may cause and appreciate your cooperation in ensuring the safety of operation. Our commitment to quality remains unwavering, and we are committed to rectifying this situation promptly.

Thank you for your understanding.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mark Edwards', is written over a white rectangular background.

Mark Edwards

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