

## TECHNICAL SERVICE BULLETIN

### Humanetics Load Cell Calibration Service Bulletin - Critical

Critical Issue: Crosshead can travel unexpectedly and overload load cells

#### General Information

##### Executive Summary

The problem is described as "intermittently the crosshead will take off in either direction at a high rate of speed after clicking on the Run Step button." The problem is caused by a glitch in the Bluehill API where the machine is searching for what it thinks is a "zero displacement" point when creating a new test. This occurs before executing the run test command which is very unexpected. The program has been modified to manually set the current position of the crosshead to zero and then verify the reset has occurred correctly prior to doing any other steps. This has resolved the issue.

##### Recommendation

Stop using software immediately until the update has been applied.

##### Known Issues

None.

##### Affected Systems

FTSS/Humanetics Load Cell Calibration Systems using Instron Electromechanical load frames with Bluehill2 API.

(Hydraulic systems not affected)

#### Update Information

##### Download

Instructions

1. Download [http://atdweb.ftss.com/ftp/atdmgt/Calibration\\_for\\_install.zip](http://atdweb.ftss.com/ftp/atdmgt/Calibration_for_install.zip)
2. Unzip calibration\_for\_install
3. Exit the Calibration software
4. Copy the files from the "Calibration\_for\_install" folder to the "Calibration" folder
5. Upgrade completed

If you have any questions about this bulletin, please contact software support.

##### Support

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