

# PRODUCT BULLETIN

Type: Field Service

Bulletin Number SB 2019013

## Subject: Setting Software Lorrca Osmoscan

Date: 25 July 2019

From: Support department

Number of pages: 2

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### Instruments:

All Lorrca Maxis instruments with FireWire or USB3.0 camera and Windows computer with Lorrca software version V5.70 or higher.

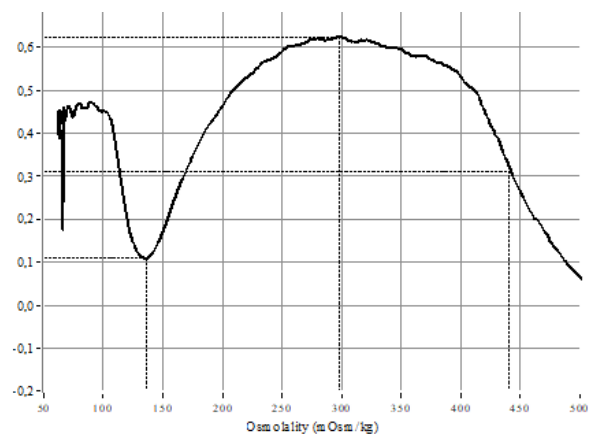
### Modification or action:

Customers are requested to adjust a specific setting in the software when performing Osmoscan measurements.

### Reason:

The Software version V5.70 or higher shows in rare occasions an incorrect Omin in the graph. This is caused by a reduced number of valid datapoints in the Omin area.

#### A. Correct Omin



#### B. Incorrect Omin

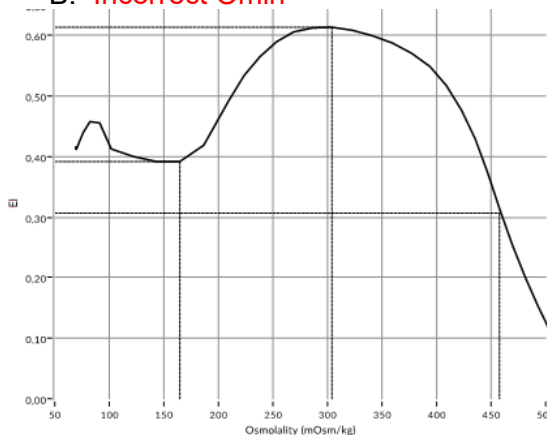


Figure 1. Lorrca Osmoscan correct Omin; (A) compared to incorrect Omin (B).

The “valid determinations per shear stress” is default set at **50**. From version V5.70 onwards this setting (50) is used for all type of measurements. In rare occasions this setting (50) can result in a reduced number of valid datapoints in the Omin area causing an incorrect Omin graph and value.

To eliminate the reduction of datapoints the setting must be lowered to **5** for the Osmoscan only. For Deformability measurement, the default setting (50) must be maintained.

For all software versions before V5.70 no action is needed.

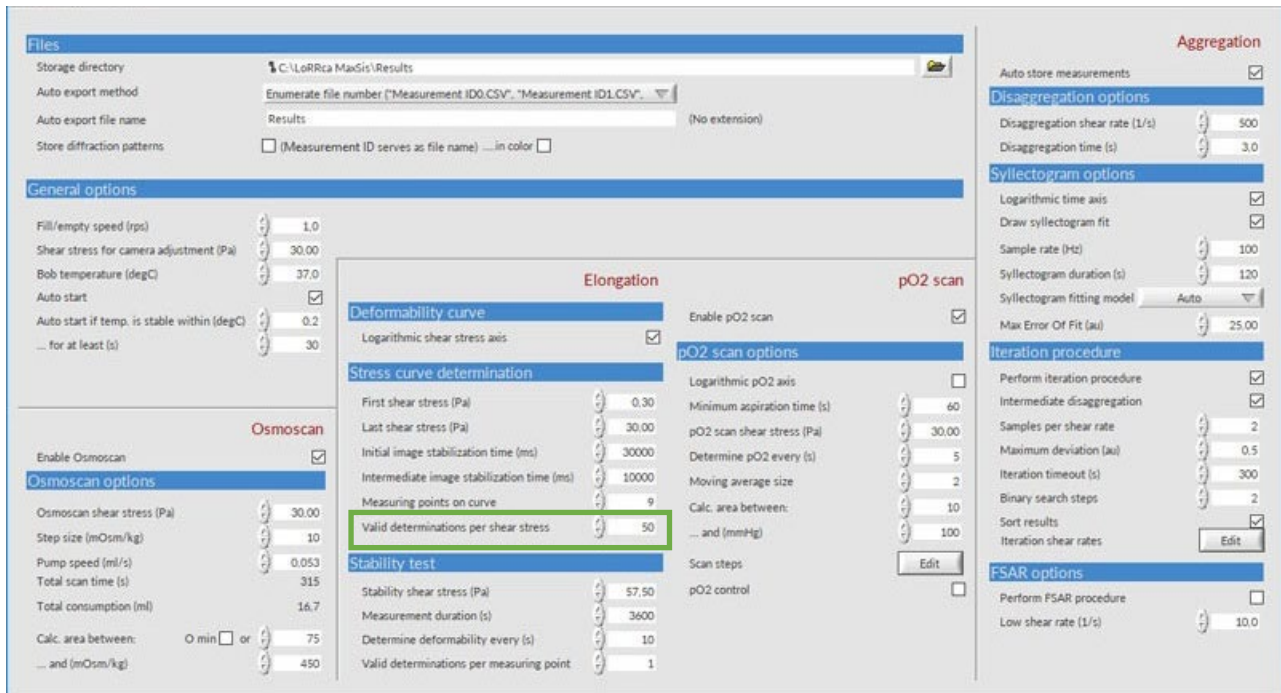


Figure 2. Settings screen 'determinations per shear stress'

In a future software version this default setting will be improved.

- Impact on**                      **Quality / validity of results: Yes**
- Reliability of the instrument: No**
- Safety of the instrument: No**

**Effective from:**

Immediately.

**Order information:**

N/a.

**Additional information:**

The issue addressed in this bulletin is not related to the Omin calculation problem that was corrected with a software update which was announced with the previous Field Service Bulletin SB 2019004.

If you require more information please send your email to [support@rmechtronics.com](mailto:support@rmechtronics.com)

We regret possible inconveniences to you.