



13 March 2018

To: Valued Customers

Ref: Probe Protective Shield Changes

Dear Customer,

Panametrics introduced the aluminum oxide moisture sensor in the early 1960's for process applications. Over the past decades, Panametrics, GE, and now BHGE improved the sensor design to provide lower limits of detection and faster response. In the past 10 years, we moved from hand-crafted manufacturing to a wafer/chip design. This change resulted in a more robust sensor, far less susceptible to mechanical short circuits, open circuits, and intermittent variations caused by transient flow and pressure disturbances. This design has been proven over the past 10 years.

Given the more robust design, we are making a change to our standard sensor shield. We have offered the sintered shield (R-shield) for gas/vapor applications and a stainless-steel sheath (W-shield) for liquid and some high-purity gas applications. Soon you will notice that the W-shield will be our standard offering. The W-shield offers far less surface area and thus potentially better speed of response in drier applications. Based on where the sensor is mounted, the W-shield should provide more than adequate protection from typical flow and pressure disturbances. We ask that you continue to follow the installation and removal instructions shown in the analyzer user's manual, to prevent unnecessary damage to the sensor.

Since many of our customers have our sensor part numbers in their ERP or ordering systems, going forward, if your part number specifies the R-shield in the part string, we will be providing the sensor with the W-shield. In this way, you needn't make a change in the ordering part string. If we determine that the sintered shield is the better shield for your specific application, we will advise the appropriate nomenclature so that you may continue to use the original shield.

Feel free to contact us if questions arise or if additional information is required.

Best Regards,



Dan Johnson
Product Manager