



RION

3-20-41 Higashimotomachi, Kokubunji, Tokyo 185-8533, Japan

RION Co.,Ltd. Phone:+81-42-359-7888 <https://rion-sv.com>

November 19, 2024

RION Co.,Ltd.

Production Headquarters

Quality Assurance Department

NL-28 Upgrade Request

This is an announcement regarding our standard sound level meter, NL-28.

We have come to the realization that there may be a problem with the meter, and would like to ask for your cooperation in updating the firmware for any units of the NL-28 currently in use.

We deeply apologize for any inconvenience this may cause you and your customers.

We kindly ask for your cooperation in investigating the matter.

☒ Affected products

Sound level meter NL-28

Serial number : xxxx0021-xxxx1157



UC-52 NO. *****
SERIAL NO. *****

Please check the last four digits of the SERIAL No.

☒ Details of the problem

Depending on the timing of turning off the power or removing the batteries, the power may not turn on the next time the device is started, or the correct measurement value may not be displayed.

However, if the NL-28 has been calibrated with a sound calibrator before use, there will be no effect on the measurement value.

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☒ Cause

Due to a firmware malfunction, it was found that in rare cases the time it takes to access the internal memory may be longer. If the power is turned off or the battery is removed during this time, the data in the internal memory may be corrupted, causing a malfunction.

☒ Solution

The malfunction can be resolved by updating to the latest firmware.

☒ About the firmware upgrade

You can download the latest firmware from our website and upgrade it yourself. Please check our website for details.

Our website

Download : <https://rion-sv.com/download/software/>

If you upgrade the firmware yourself and find an abnormality such as the screen displaying "---.dB", please contact your supplier.

We are committed to striving to further improve the quality of our products, and we appreciate your continued patronage.

Sincerely,

萩原 良和

Kazu Hagiwara

Manager

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