RION
3-20-41 Higashimotomachi, Kokubunji, Tokyo 185-8533 Japan
Tel: +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 this matter.

■ Addendum (October 15, 2026)

On November 19, 2024, we issued the notice below and asked customers using the NL-28 with firmware version 1.00 to upgrade to version 1.01. In July 2026, we released firmware version 1.02, which further improves the writing process to the internal memory and the operation of the meter when the battery level is low.

This upgrade applies to all NL-28 units running firmware version 1.01, not only to the affected products listed below. Please check the firmware version of your NL-28 and upgrade it to the latest version.

To keep your NL-28 operating stably, we also ask that you upgrade the firmware whenever a new version is released.

■ Affected products

Sound level meter NL-28

Serial number: xxxx0021–xxxx1157





Please check the last four digits of the SERIAL No.

Please check the model name. Models other than "NL-28" are not affected.

■ 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.

■ 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.

RION
3-20-41 Higashimotomachi, Kokubunji, Tokyo 185-8533 Japan
Tel: +81-42-359-7888 https://rion-sv.com

■ **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,