



Notification and Replacement Offer for AC-10 Portable Coupon Probe Tips

Dear Valued Customer,

Our records indicate that you have purchased one or more Farwest model AC-10 Portable AC Current Density Coupon/Probes prior to August 1, 2024.



We regret to inform you that we have discovered a dimensional error in the fabrication of the probe tip that will affect the accuracy of the AC-10's readings by 25%. The coupon that you currently have is 8 cm², and not the specified 10 cm².

To address this issue, we offer you two options:

1. **Continue Using the Existing AC-10 Coupon:**

- If you choose to continue using your current AC-10 coupon, you must apply a 1.25 correction multiplier to your readings to obtain the correct current density.
 - **Example:** If your reading is 10 amps per square meter, multiply it by 1.25 to get the correct value of 12.5 amps per square meter.
 - **Note:** We recommend that you review any historical readings and apply the correction multiplier to those previous readings as well.

2. **Request Replacement Tips:**

- Farwest will provide two upgrade replacement tips for each AC-10 at no additional cost. These tips can be easily installed on the existing coupon probe following the instructions provided with the AC-10 probe assembly.
- To request replacement tips, please contact Maverick Gozun at 310-532-9524 or AC10@farwestcorrosion.com. Provide the following information:
 - Your company name, a contact person, phone number, and delivery address
 - The number of AC-10 probes you own

This replacement program will be valid through September 30, 2025.

We apologize for any inconvenience this issue may cause and are committed to working with you to resolve it.

Sincerely,

Daljit Singh
VP of Products
Farwest Corrosion Control Company