



August, 2014

Technical Service Bulletin



Urgent Notice : Technical Service Bulletin

【MKS-DS65K】

The MKS-DS65K has an excellent design, exquisite size and high accuracy. MKS are issuing this bulletin to inform our customers of a recently found issue with the DS65K: fluttering or oscillating after being used for a short time.

MKS has confirmed the issue is caused by one of the Japanese components, **VR / Potentiometer**. (Related specifications are listed below.)

Operating Temperature Range	-10 to 70°C
Rated Power	0.01W
Maximum Operating Voltage	DC5V
Nominal Total Resistance	5kΩ
Total Resistance Tolerance	Within $\pm 20\%$ of the nominal total resistance
Resistance Taper	0B
Insulation Resistance	100MΩ at DC100V
Dielectric Strength	AC100V
Total Rotational Angle or Travel	Endless (effective rotational angle 280°)
Rotational Torque or Operating Force	2mN.m max.
Rotational Stop Strength of the Shaft or Slide Stop Strength of the Lever	-
Endurance(Sliding)*	300,000 cycles

To ensure flight safety and provide the best product quality to our customers, every DS65K has to pass strict inspections and tests before shipment. However, the lifetime durability of the VR/potentiometer was found not to match its designated specification. Unfortunately, this component lifetime issue cannot be reliably detected by the inspection process; therefore it is not possible to predict when the problem may arise during use.

MKS is going to suspend supplying the DS65K from August 14th until this component issue is solved.

We are sorry for the inconvenience caused. Your kind understanding is highly appreciated.



MKS offers the following solutions for our customers in response to the suspension of DS65K production:

1. For customers who have already purchased the DS65K:

- ☐ Option A: Each DS65K will be replaced with two DS6100s free of charge.
- ☐ Option B: For customers whose needs are not suited to the DS6100:
 - ☐ B-1: You may wait for the free replacement of your DS65K with our future product, the MKS DS85K
 - ☐ B-2: You may wait for free replacement with the new and improved version of the DS65K when it is available.

2. For customers who have demands for DS65K

- ☐ a. We currently suggest DS6100 as an alternative product.
- ☐ b. You may wait for our new product, the MKS DS85K, or the improved version of DS65K.

*Special notes:

1. The expected launch time of MKS DS85K is on September 30th, 2014. (Its specification will be published on August 29th.)
2. The expected launch time of the improved version of DS65K is not confirmed yet.

We apologize for this matter, and will take responsibility for dealing with it.

MKS will continue to provide products with the best qualities and our partners and MKS product lovers support is appreciated.

Thank you very much for your support and assistance.
If you have any inquiries, please contact our sales staff.

Best regards,
MKS TEAM | 2014.8.14

