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**ILEC SN10 Upgrade Instructions  
(USA and Canada only)**  
August 17, 2005

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This document describes how to get an ILEC SN10 upgraded to an SN10B.

**Before Shipping**

Contact Dave Nadler at [drn@nadler.com](mailto:drn@nadler.com) to make sure parts are in stock and the technician is not on vacation.

**Checklist for ILEC Instrument Shipping**

Please pack your instrument as follows:

- Remove and keep all mounting hardware and cables (do not send!)
- Tape your return address and phone number to the instrument case
- Enclose a brief explanation of what's wrong
- Place in a plastic bag, not air-tight
- Make sure its well padded (blister pack or peanuts)

Knauff & Grove will bill you for the upgrade after it's done (approximately \$350 at current exchange rate, including return shipping).

Ship To:

Dave Nadler  
97 Central Street  
Acton, MA 01720  
(978) 263-0097

Please do NOT require a signature!

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**ILEC SN10B FAQ (Frequently Asked Questions)**  
July 4, 2001

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Q: What is the SN10B?

A: The SN10B is just like an SN10, but with a new LCD screen: Higher-resolution, higher-contrast, and less reflective. When they're turned off, you couldn't tell them apart except for the label.

Q: Is the software the same?

A: All software functions are the same. It just looks better!  
And the software functions will stay the same.

Q: Ooooh Nooo! Is my SN10 obsolete?

A: N ! If you want, you can upgrade your SN10 to an SN10B.  
But please, wait till after the soaring season!

Q: How much does the upgrade cost?

A: Approximately \$350 including shipping – depending on the Euro to US\$ exchange rate.

Q: Anything else I should know?

A: When you download a new SN10 software release you must take care to choose the right software (SN10 or SN10B). For customers that have both instruments, download and install both versions on your PC (all SN10 utilities are identical, but the software loaded into the SN10B is slightly different from the SN10).