



Technical Bulletin

Bulletin Ref.:

UK-Q2-5-25

Date Issued:

19 June 2025

BULLETIN DETAILS

Product Group: Q-Logic Controllers

Effective Date:

18 June 2025

Model(s) Affected: Q-Logic 3EX, Q-Logic 3e, Q-Logic NES

Description of Changes/ Diviations:

Quantum's Q-Logic Handheld Programmer (HHP) has reached memory capacity sooner than anticipated. As a result, we are moving forward immediately with transitioning all programming functions to the ECON I (iPhone and iPad) and/or ECON W (windows) platforms. We anticipate an Android compatible app will be available later this year.

Effective Wednesday 18/06/2025, programming through the HHP has been disabled for all new production chairs as well as any units or components shipped through parts. While we recognise that this may be inconvenient, this step is necessary to ensure continued performance and scalability.

Additionally, we plan to launch a new firmware update in mid-July that will restore limited HHP functionality - excluding the ability to upload XPAs.

If you need any assistance with installing and registering for the ECON platforms, please reach out to your Quantum Area Sales Manager or tech support for any additional help. An ECON log-in guide is attached along with a video link below outlining the setup process as well as the ECON-I programming guide.

ECON log in guide: <https://rb.gy/w5xser>

ECON-I programming guide: <https://rb.gy/2qsf6e>

Video: <https://youtu.be/eUdPXluURNc>

Documentation Affected: ☐ Owner's Manual ☐ Order Form(s) ☐ Spec Sheets ☒ Other ☐ N/A

Link to new version of affected document: <https://youtu.be/eUdPXluURNc>

For more detailed information, please contact your local designated Area Sales Manager.

NB: This Bulletin is for informational purposes only and DOES NOT replace the Specifications.

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