

Customer Bulletin

Bulletin No: 22-0912
Date: September 12, 2022
Revised 9/21/22
Attn: TDT1000 Owners
Subject: Database Issue
Effective: Immediately

Resolution Statement:

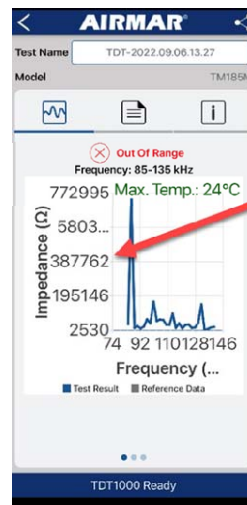
On September 14th Airmar released new, corrected data to the SensorCheck database which fixes this issue. Our team was able to determine that the issue was limited to a few models. After correcting the data, they tested extensively and determined the issue to be corrected. The next time your version of SensorCheck connects to the internet, it will automatically download the updated, corrected data. If you have concerns about test results, we always encourage you to call our Technical Support team at 1-800-543-6326 in the U.S. or +33 (0) 2 23 52 06 48 in Europe.

TDT1000/SensorCheck Advisory: Erroneous Results Being Reported

Dear Airmar Certified Installer,

We have recently become aware of a potential database problem which will affect the test results when using the TDT1000. We want you to be aware of this issue, inform you of what to do if you have problem with a test, and what we're doing to rectify the situation.

Three weeks ago, Airmar began receiving reports from the field of pre-install transducer test results showing Out of Range, when the transducer is actually operating correctly. These test results are displaying extremely high impedance (see inset photo) and delivering an Out of Range test result on the SensorCheck app. This can happen even when the transducer is within range and operating as designed. We have seen this occur more frequently with medium frequency Chirp transducers, but we cannot rule out other models and frequencies at this time.



Note extremely high
Impedance

Should you see test results similar to what we have described, our recommendation at this time is to share those test results with our Tech Support team (Certified@Airmar.com) and follow up with a phone call (1-833-ACI-TECH). In line with our Warranty and Onboard Support policy, DO NOT return or remove a suspected transducer prior to discussing the test results with an Airmar Tech Support member and receiving an RMA number.

We thank you for your patience and understanding while we continue to explore the root cause of this issue. Our intention is to look deeper into our database to identify any additional data parameters which will need correcting. We will keep you apprised of our

progress.

Thank you, and we appreciate your support,

Airmar Technology Corporation