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Subject: Compatt 5, DPT and DPTi Battery Consumption

Summary

Sonardyne have identified a non critical issue that may affect battery consumption of a limited number of DPT, DPTi and Compatt 5's.

A particular component has exhibited an effect that generates a glitch on the CPU reset line. This can have two effects; one is that the unit will not respond for approximately 10 seconds every 10 minutes; the second is that quiescent current can be higher than expected, which has the potential to reduce the battery life.

Solution

Unfortunately it is not possible to identify affected units by serial number alone; so we have taken the step to notify our customers such that we can analyse and modify potentially affected units at our regional offices in a controlled environment.

We have fully trained our regional office staff to action a minor modification quickly and efficiently to cause minimal disruption to our Customers operations.

Next Steps

To assist our customers in prioritising units for return to Sonardyne, the affected units can be identified if the battery count exceeds 0.6 counts per day when left in the disabled state.

Our regional customer services team will be contacting you during the next few weeks to understand unit availability, if however you have an urgent requirement or any further questions please do not hesitate to contact us through the Sonardyne support helpline on:

Email – support@sonardyne.com

Telephone - +44 (0) 1252 877600

NB. This does not affect new builds from 1st January 2007 onwards. Serial # 243210-009