

# Product Announcement – Technical Notice

## **This Announcement Refers to the Following Products:**

- Titanium Gemini 620pd
- Titanium Gemini NBI

## **Product Information Notice**

A few users of these products have reported issues with the above sonars overheating when exposed to certain environmental conditions. Trittech has investigated this issue and have found a method of improving internal thermal dissipation. If you have experienced similar performance issues then Trittech will undertake an analysis of your sonar and make any required modification.

## **Where do I Send my Equipment to?**

If you have experienced stability issues with your equipment and wish Trittech to carry out tests, please send your sonar only, not the peripheral parts to the following address:

**Trittech International Ltd**  
Peregrine Road  
Westhill Business Park  
Westhill, Aberdeenshire  
AB32 6JL. Scotland. United Kingdom.

Shipping costs to Trittech are the responsibility of the customer. Trittech will cover the costs of tests, any modification and return shipping costs.

## **Do I need to obtain an RMA (Return Materials Authorisation) before returning items for service or calibration?**

No, upon receipt of the equipment an RMA will be issued. If however your procedures require an RMA prior to returning the unit then please contact us and we will issue a number to you.

Should you have any queries please contact our customer support team:

Tel: +44 (0)1224 744111 [option 2] or email: [support@tritech.co.uk](mailto:support@tritech.co.uk).

**Trittech International Ltd**  
**14/08/2015**

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