

Re: Recall of PowerCom 3000/5000 and MilCom 6000 Wireless Acoustic Transceivers

Effective Date: 21 June 2021

Issue Defined:

Ocean Technology Systems is issuing a recall on all PowerCom 3000/5000 and MilCom 6000 Wireless Acoustic Transceivers due to an issue with a connector manufactured out of specification. This has led to leaks into the housing causing a failure of the electronics. While not every unit has proven to fail, it is impossible to visually inspect or field test this. For this reason, to prevent failure of communications on a critical dive, OTS recommends to send these units back to us for repair.

Remedy and Timeline:

OTS has worked with their supplier to resolve this issue. This new solution has been extensively tested and has passed OTS' criteria for extreme durability and quality. Due to COVID delays with supply chain overseas, the current timeline for repairing existing customer units and return shipping is August 2021.

How To Return:

Please return your PowerCom or MilCom product and the adaptor cable to OTS at your earliest convenience. To do so, please initiate the return of your unit by accessing our website www.otscomm.com and selecting "Return Merchandise Authorization" from the Service Tab or by clicking the link here: <https://www.oceantechnologysystems.com/service/return-authorization-form/>. Upon receipt of the request, a UPS call tag will be generated and sent to you for the return.

Additional Notes:

If the unit is being used as a surface station with a CDK-6 Surface Conversion Kit or in submarine (dry) applications, we would recommend that the units be sent in at your convenience. There is no risk of damage under these circumstances.

We sincerely appreciate your loyalty and confidence in our products as we strive to bring you the best underwater communications possible. If you have time critical issues and cannot be without a communication unit, contact us to discuss temporary replacements with our Aquacom SSB products. We will do everything we can to keep your mission on track.

If you are an OTS dealer and have sold these units, please contact your customer with this information. We appreciate your assistance in this effort.

Sincerely,

The Ocean Technology Systems Team