

Suunto Transmitter Recall – Online Directions

Step 1:

Remove your transmitter from your regulator's first stage (this is usually accomplished by using a $\frac{3}{4}$ " flat wrench). Be careful not to scuff the face of the nut that has the serial number on it.

On the neck of the transmitter, locate your transmitter(s) serial number(s).

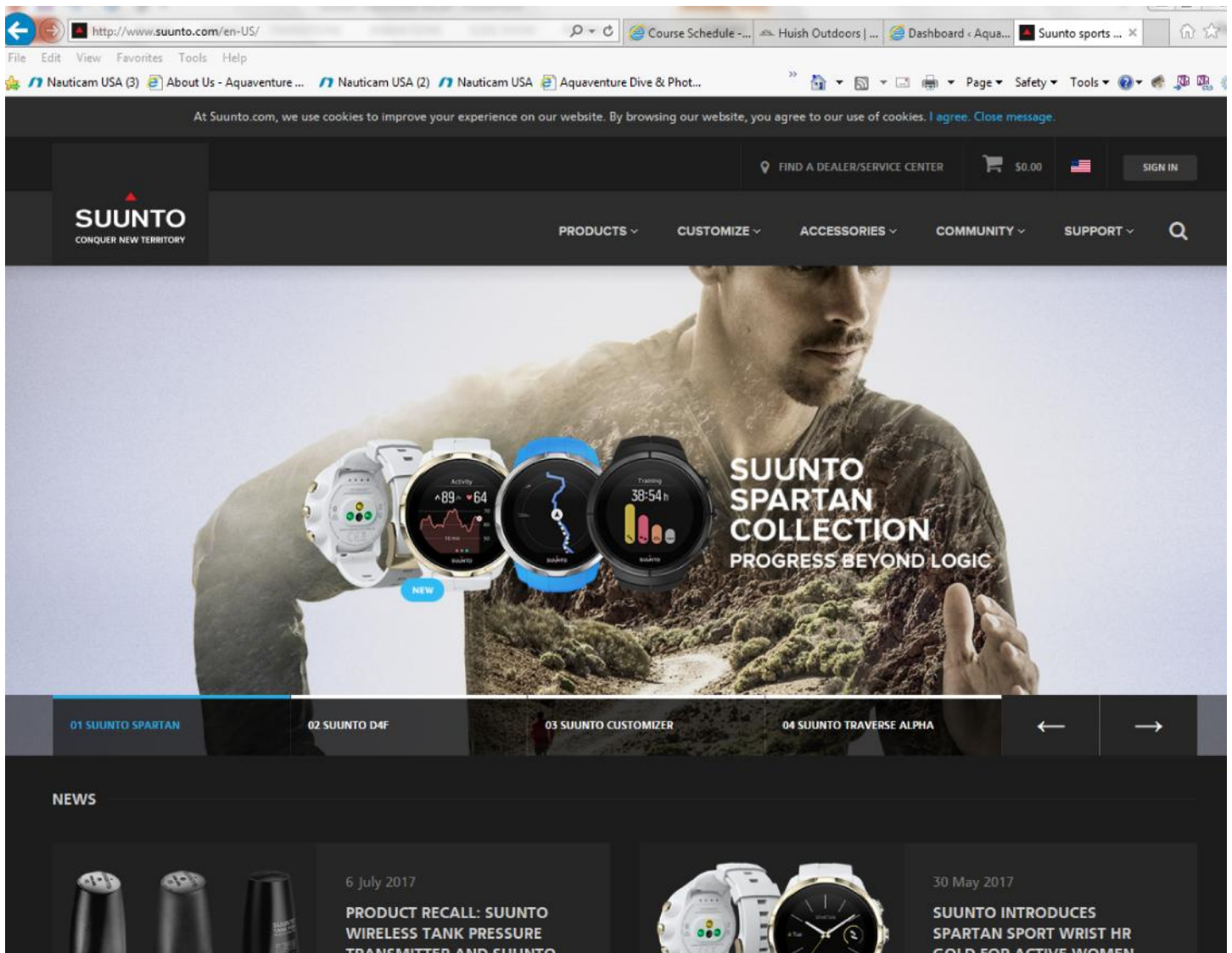
The serial number is EXTREMELY small...take a cell phone picture or magnifying glass to enlarge the number for you to read.... the number is VERY small.

Step 2: Write down the serial number – you will need it later in the recall process.

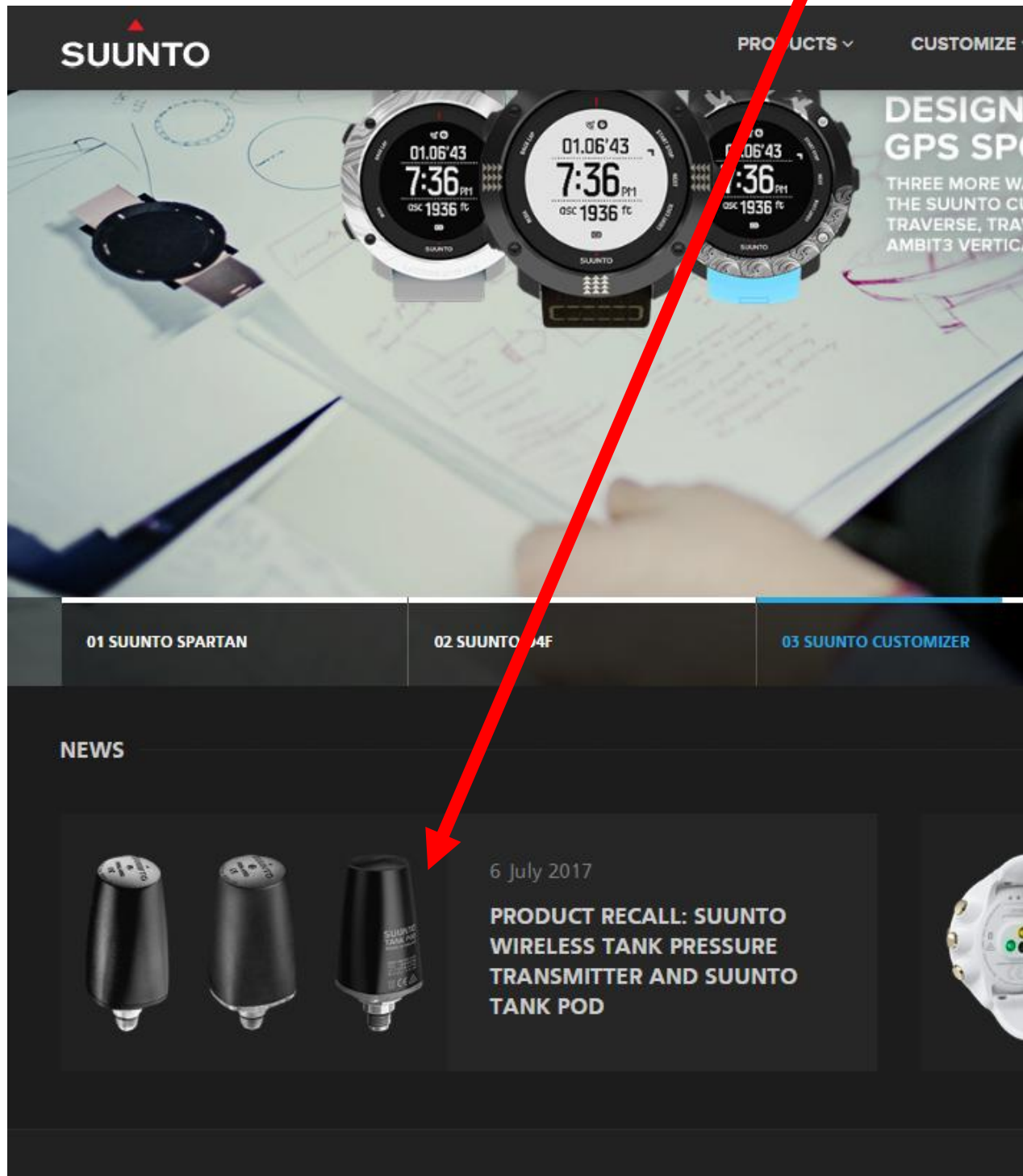


Step 3: In your web browser type in:

<http://www.suunto.com/en-US/>



Step 4: Scroll down the web page until you see the PRODUCT RECALL notice – click on the notice...



← → ↻ www.suunto.com/en-US/News/product-recall-suunto-wireless-tank-pressure-transmitter-and-suunto-tank-pod/ ☆ ⓘ

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SUUNTO
CONQUER NEW TERRITORY

FIND A DEALER/SERVICE CENTER \$0.00 SIGN IN

PRODUCTS ▾ CUSTOMIZE ▾ ACCESSORIES ▾ COMMUNITY ▾ SUPPORT ▾ Q

6 JULY 2017

PRODUCT RECALL: SUUNTO WIRELESS TANK PRESSURE TRANSMITTER AND SUUNTO TANK POD



Suunto announces a recall of all Suunto Wireless Tank Pressure Transmitters and Suunto Tank PODs

Suunto has identified a potential safety risk affecting all Suunto Wireless Tank Pressure Transmitters and Suunto Tank PODs which wirelessly transmit tank air pressure to compatible Suunto dive computers. In two reported incidents, the exterior case of a Suunto Wireless Tank Pressure Transmitter has failed during regular dry land pressure testing. Although extremely rare, this represents a potential risk of injury due to the risk of bursting.

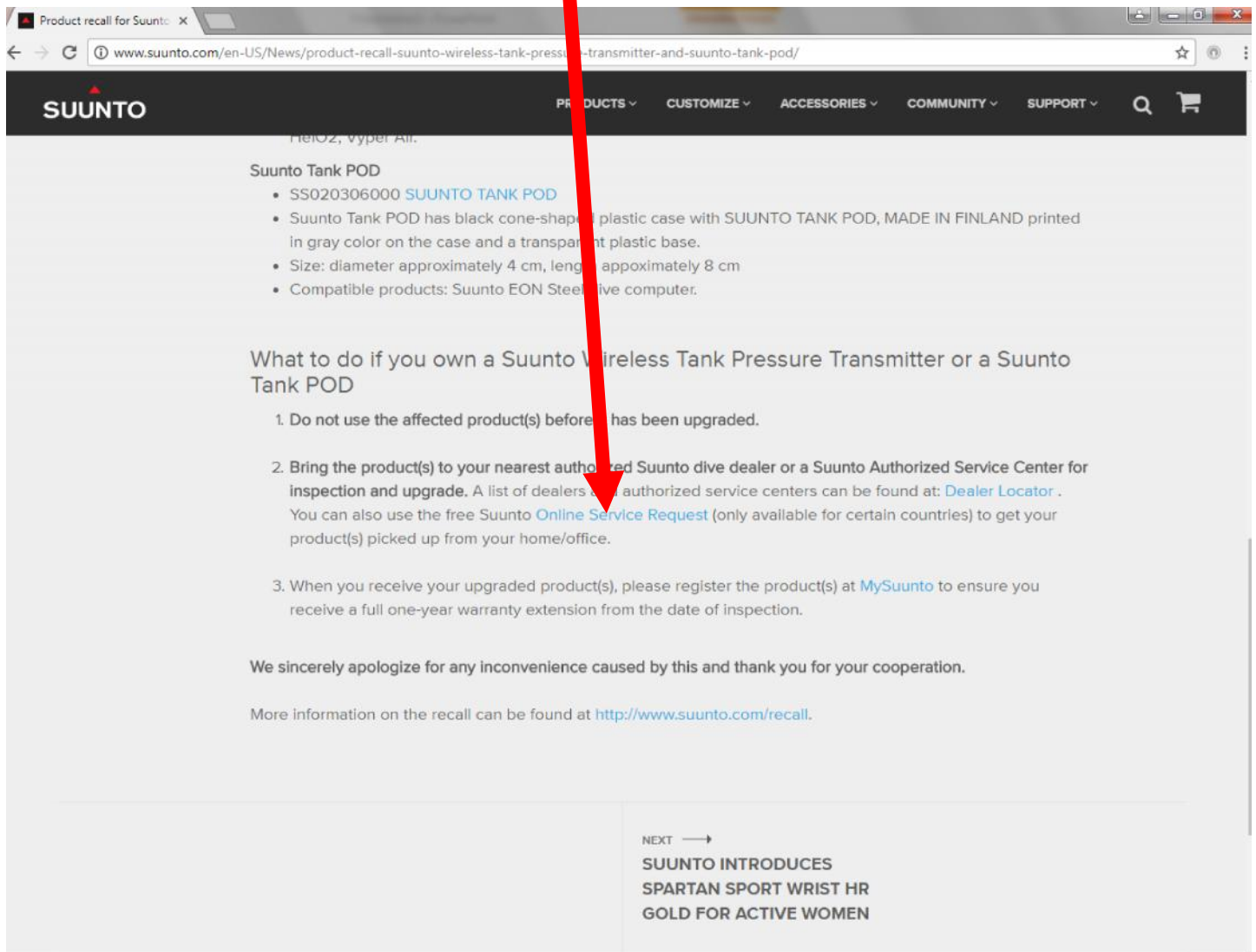
Step 5: Once on the PRODUCT RECALL page, scroll down towards the bottom of the page...

...where it reads,

“What to do if you own a Suunto Wireless Tank Pressure Transmitter or a Suunto Tank POD”

...Click on,

“Online Service Request”



Product recall for Suunto: X

www.suunto.com/en-US/News/product-recall-suunto-wireless-tank-pressure-transmitter-and-suunto-tank-pod/

SUUNTO PRODUCTS CUSTOMIZE ACCESSORIES COMMUNITY SUPPORT

Helio2, Vyper Air.

Suunto Tank POD

- SS020306000 [SUUNTO TANK POD](#)
- Suunto Tank POD has black cone-shaped plastic case with SUUNTO TANK POD, MADE IN FINLAND printed in gray color on the case and a transparent plastic base.
- Size: diameter approximately 4 cm, length approximately 8 cm
- Compatible products: Suunto EON Steel dive computer.

What to do if you own a Suunto Wireless Tank Pressure Transmitter or a Suunto Tank POD

1. Do not use the affected product(s) before it has been upgraded.
2. Bring the product(s) to your nearest authorized Suunto dive dealer or a Suunto Authorized Service Center for inspection and upgrade. A list of dealers and authorized service centers can be found at: [Dealer Locator](#). You can also use the free Suunto [Online Service Request](#) (only available for certain countries) to get your product(s) picked up from your home/office.
3. When you receive your upgraded product(s), please register the product(s) at [MySuunto](#) to ensure you receive a full one-year warranty extension from the date of inspection.

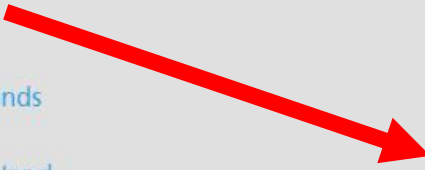
We sincerely apologize for any inconvenience caused by this and thank you for your cooperation.

More information on the recall can be found at <http://www.suunto.com/recall>.

NEXT →
SUUNTO INTRODUCES
SPARTAN SPORT WRIST HR
GOLD FOR ACTIVE WOMEN

Step 6: Click on “United States”

Australia	Germany	Norway
Austria	Greece	Poland
Belgium	Hungary	Portugal
Bulgaria	Ireland	Romania
Croatia	Italy	Singapore
Cyprus	Latvia	Slovakia
Czech Republic	Lithuania	Slovenia
Denmark	Luxemburg	Spain
Estonia	Malaysia	Sweden
Finland	Malta	Switzerland
France	Netherlands	United Kingdom
	New Zealand	United States



Step 7: In the first text box, type in "SUUNTO TRANSMITTER"

Step 8: In the second box, use pull-down menu to select, "Transmitter/Tank POD recall"

The screenshot shows a dark-themed web page titled "TROUBLESHOOTING". It contains a form with two input fields. The first field contains the text "SUUNTO TRANSMITTER". The second field is a pull-down menu currently showing "Transmitter/Tank POD recall". Below these fields is a paragraph of text about a safety recall, followed by a "Send to service, Send to service" button. At the bottom left, there are two buttons: "Solved" and "Not Solved". Red arrows point from the instructional text to these elements: one to the first input field, one to the second pull-down menu, and one to the "Not Solved" button.

TROUBLESHOOTING

SUUNTO TRANSMITTER

Transmitter/Tank POD recall Send to service, Send to service

Suunto has identified a potential safety risk affecting all Suunto Wireless Tank Pressure Transmitters and Suunto Tank PODs which wirelessly transmit tank air pressure to compatible Suunto dive computers. In two reported incidents, the exterior case of a Suunto Wireless Tank Pressure Transmitter has failed during regular dry land pressure testing. Although extremely rare, this represents a potential risk of injury due to the risk of bursting.

Diver safety is of highest importance to Suunto. That is why Suunto has decided to initiate a recall of all Suunto Wireless Tank Pressure Transmitters and Suunto Tank PODs.

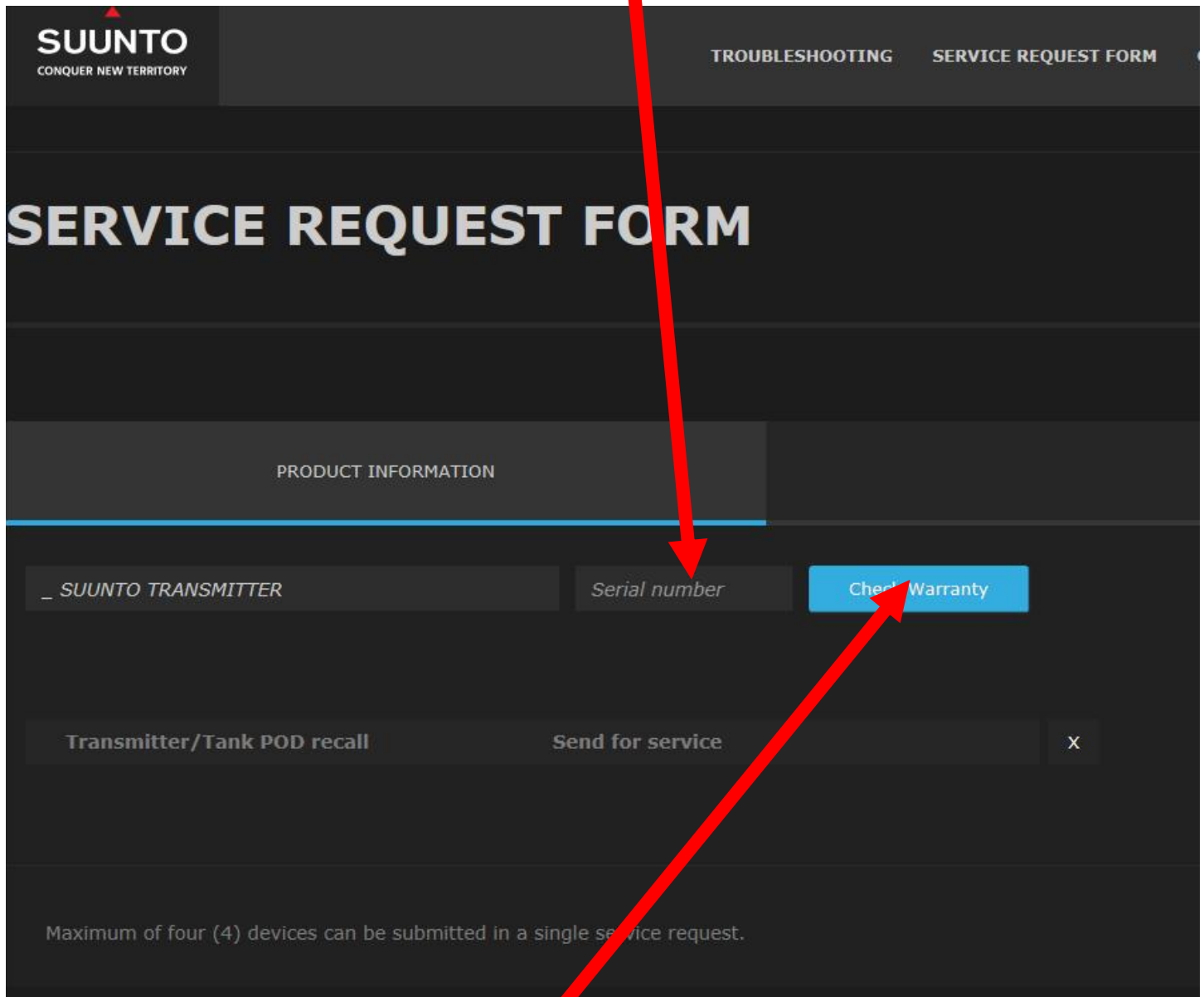
We ask you to bring your device to the nearest Authorized Service Center (use the below locator) or continue with Service Request Form.
More information on the recall can be found at <http://www.suunto.com/recall>.

Solved Not Solved

Step 9: In the third box, use pull-down menu to select, "Send to service, send to service"

Step 10: Click, "Not Solved"

Step 10: Insert the serial number of your transmitter here...



The screenshot shows the Suunto Service Request Form. At the top left is the Suunto logo with the tagline "CONQUER NEW TERRITORY". To the right are links for "TROUBLESHOOTING" and "SERVICE REQUEST FORM". The main heading is "SERVICE REQUEST FORM". Below this is a section titled "PRODUCT INFORMATION". Under this section, there is a form with three main input areas: a dropdown menu currently showing "_ SUUNTO TRANSMITTER", a text field labeled "Serial number", and a blue button labeled "Check Warranty". Below these is a row with "Transmitter/Tank POD recall", a "Send for service" button, and a close button "X". At the bottom, a note states: "Maximum of four (4) devices can be submitted in a single service request." Two red arrows are overlaid on the image: one points from the text "Step 10: Insert the serial number of your transmitter here..." to the "Serial number" text field, and the other points from the bottom of the page to the "Check Warranty" button.

Step 11: Click on “[Check Warranty](#)”. Make SURE you select “[Out of Warranty](#)”...as this will allow you to submit without uploading proof of purchase, plus, most transmitters sold from our shop are now past their warranty period anyway. Don’t worry if it says you may need to pay something to process – it’s just a formality – Suunto will cover costs.

Step 12: In the drop-down box that reads, “What is the Problem”, select, “Transmitter/Tank POD recall”

and in the next box, select “Send to service” and then click on, “Save”.

The screenshot shows a service request form with a dark background. At the top, there are three input fields: “_ SUUNTO TRANSMITTER”, “1351 00930”, and “Out Of Warrant”. To the right of these is a link that says “Please upload a proof of purchase.” with an upload icon and a close button (X). Below this is a section titled “DESCRIBE THE ISSUE”. It contains two dropdown menus. The first dropdown menu is labeled “Transmitter/Tank POD recall” and has a checkmark icon. The second dropdown menu is labeled “Describe a bit more” and also has a checkmark icon. Below these dropdowns is a text area with the placeholder text “Describe your problem with the device in your own words”. Below the text area is a field labeled “Reference Number”. At the bottom of the form, there is a note that says “Maximum of four (4) devices can be submitted in a single service request.” and a blue button labeled “NEXT”. Three red arrows point from the text above to the form: one points to the first dropdown menu, one points to the second dropdown menu, and one points to the “NEXT” button.

Step 13: If you have more than one transmitter, click “Add” and repeat Steps 10 and 11.

When finished, click, “Next”

Step 14: Fill out “PERSONAL DETAILS” and fill in “PICKUP AND RETURN ADDRESS.”

The screenshot shows a 'SERVICE REQUEST FORM' with two main sections: 'PRODUCT INFORMATION' and 'PERSONAL DETAILS, ADDRESS & ONLINE BOOKING'. The 'PRODUCT INFORMATION' section contains two entries for 'SUUNTO TRANSMITTER' with serial numbers '133101553' and '1351100930', each with a 'Send for service' button. The 'PERSONAL DETAILS' section contains input fields for 'First Name', 'Last Name', 'Email Address', 'Retype Email', 'Phone Number', 'Address (PO Box cannot be used)', 'Postal Code', 'City', and a country dropdown menu. Below these is a checkbox for 'Use same address for pick up delivery'. At the bottom, there is a 'PICKUP ADDRESS & RETURN ADDRESS' section with a plus icon, a checkbox for 'I agree to Terms of Service', and a 'Submit' button. Red arrows point from the text above to the 'PERSONAL DETAILS' section, the 'PICKUP ADDRESS & RETURN ADDRESS' section, the 'I agree to Terms of Service' checkbox, and the 'Submit' button.

SERVICE REQUEST FORM

PRODUCT INFORMATION

PERSONAL DETAILS, ADDRESS & ONLINE BOOKING

DEVICES

PERSONAL DETAILS

_ SUUNTO TRANSMITTER 133101553

Send for service

_ SUUNTO TRANSMITTER 1351100930

Send for service

Please enter First Name

Last Name

Email Address

Retype Email

Phone Number

Address (PO Box cannot be used)

Postal Code

City

--Select Country--

☐ Use same address for pick up delivery

PICKUP ADDRESS & RETURN ADDRESS +

☐ I agree to [Terms of Service](#)

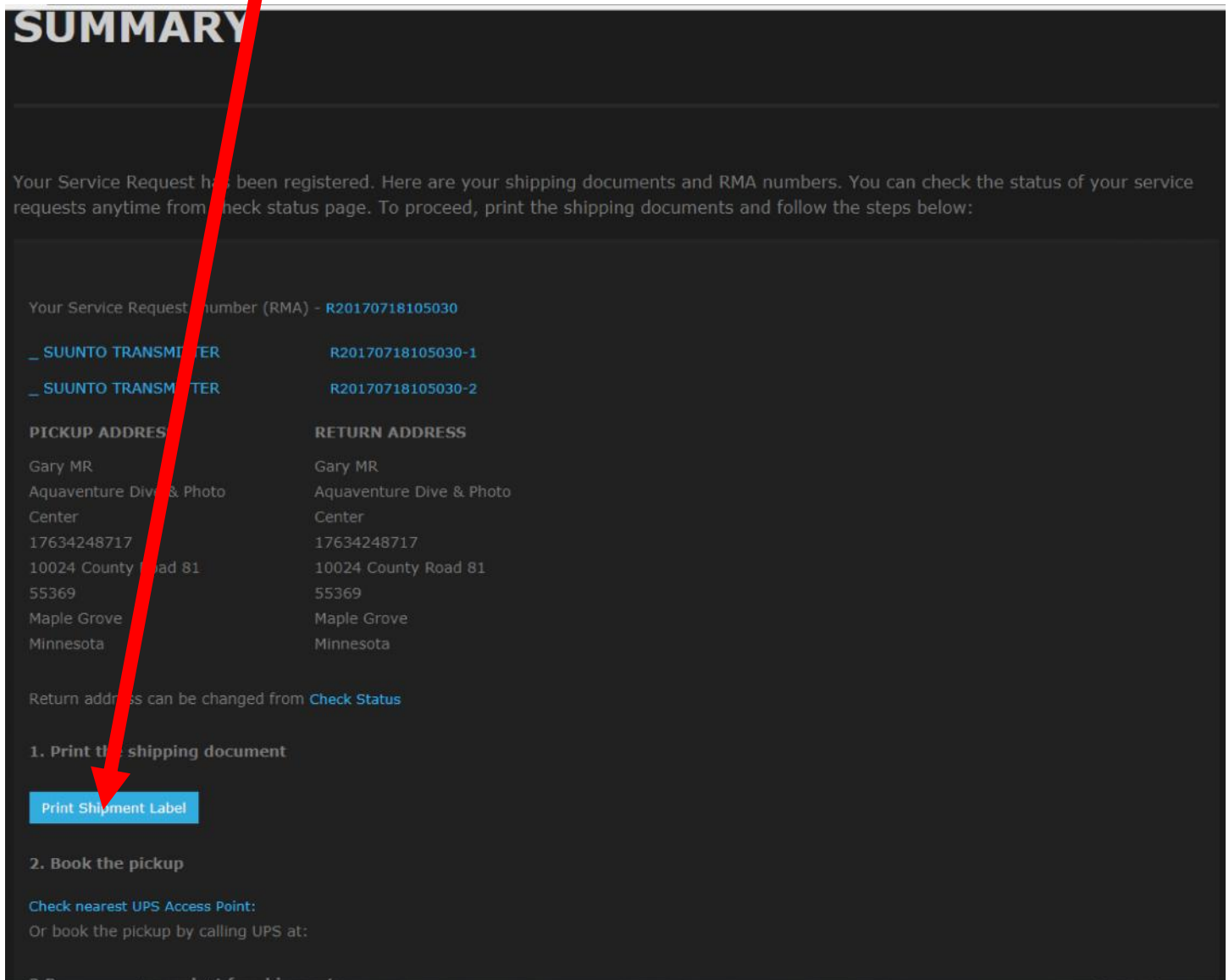
Submit

Click on
“I agree to Terms
of Service”.

Click on, “Submit”

Step 15: Click, “Print Shipment Label”

Note: you may need to disable “pop-up blockers”.



SUMMARY

Your Service Request has been registered. Here are your shipping documents and RMA numbers. You can check the status of your service requests anytime from the [check status page](#). To proceed, print the shipping documents and follow the steps below:

Your Service Request number (RMA) - **R20170718105030**

_ SUUNTO TRANSMITTER	R20170718105030-1
_ SUUNTO TRANSMITTER	R20170718105030-2

PICKUP ADDRESS	RETURN ADDRESS
Gary MR	Gary MR
Aquaventure Dive & Photo Center	Aquaventure Dive & Photo Center
17634248717	17634248717
10024 County Road 81	10024 County Road 81
55369	55369
Maple Grove	Maple Grove
Minnesota	Minnesota

Return address can be changed from [Check Status](#)

1. Print the shipping document

[Print Shipment Label](#)

2. Book the pickup

[Check nearest UPS Access Point:](#)

Or book the pickup by calling UPS at: