



MARINE IMAGING SYSTEMS

MARINE FIELD SERVICE BULLETIN

FSB Number	1319340164
FSB Title	ION In-Water Products - Aged and Counterfeit Parts
Date	7/11/2018
Originator	Sean Stanford
Product Group	5000 Series and DigiRANGE acoustics products
Product Name	Compass Bird (domestic and export), Acoustic Bird (domestic and export), DigiFIN, Velocimeter, Speedlog, CMX, CTX
Product P/N	9000-5011, 9000-5011E, 9000-5011-2, 9000-5011E-2, 9000-5010, 9000-5010E, 9000-5120, 9000-4013, 9000-4029/01, 9000-4029/10, 9000-7000, 9000-7500

Synopsis:

ION Geophysical has provided over 50 years of innovation and field proven solutions used in seismic exploration.

Due to the robust design of ION's 5000 series birds and DigiRANGE acoustic pods, many have gone for a decade without the need of repair. Though this speaks volumes about the quality of the design and manufacture of the product, it raises some concerns. Electronic components age over time and their characteristics change, even though they can still function. Component values can change and transistors can break down causing short or open circuits.

We have also seen use of counterfeit parts in ION products. These parts have been made without an understanding of the design intent of the original and have been shown to cause serious unintended consequences.

Affects:

Resulting symptoms below can include reduced battery life, communications reliability, compass errors, depth measurement errors, loss of depth control, and acoustic range reliability, or reduced battery safety. The unit may still function but its performance and safety may be compromised.

Problems/Symptoms:

Electronic components age over time and their characteristics change, even though they can still function. Component values can change and transistors can break down causing short or open circuits. These changes can have serious impacts to product performance and may have safety impacts.

Action Required:

As aged or counterfeit parts can impact important functionality or safety features, we believe it is imperative that measures are taken to properly maintain ION's bird and acoustic systems. ION are uniquely qualified to conduct screening, tests, and repair of our products. No other facilities are authorized or trained to repair or produce parts for our products. As a result, we strongly urge you to not to use third party parts or repair services.

ION cannot be responsible for consequences related to neglect or work by third parties. Because all electronic components age over time, Ion recommends that any products that need repair and are over 5 years of age be thoroughly evaluated for aging components and those components that are critical to safety and performance be replaced.

All products over 7 years old from new build or last repair should be sent to ION for evaluation and repair, even if the product is still functioning. In addition, ION continually upgrades and enhances its products, and any product over 7 years old should be brought up to the latest revision to achieve maximum performance and longevity.

ION is aware that costs are a concern. We will work with customers to provide cost effective screening, testing, or repairs in a manner that will be unsurpassed in terms of overall value for the dollar spent.

Tools Required:

N/A

Parts Required:

N/A

Safety Issues:

See notes above.

Procedure:

N/A

Q. C. Process:

N/A

References:

N/A

United States - New Orleans, LA
ION
Fax 504.734.8627
Phone 504.733.6061

United Arab Emirates
ION International Sarl
Fax 971.4.805.5005
Phone 971.4.805.505

Website
www.iongeo.com

© 2015 ION. All rights reserved. Information subject to change without notice.
