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| Crossbow Service Letter | | | |
| Doc. #: AHR500-06-01 | Rev: A | Effective Date: 06/01/06 | 1 of 5 |



Crossbow Service Letter
AHR500-06-01
AHR500 Alignment Procedure

Rev A

| Crossbow Service Letter | | | |
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1 Equipment: AHR500

2 Service Letter Number

AHR500-06-01

3 Effectivity

This Service Letter applies to the following articles:

AHR500GA-22X, all part numbers 8350-0262-XX, 8360-0262-XX, 8360-0252-XX, 8350-0252-XX, 8350-0254-XX, 8350-0262-XX, 8350-0264-XX, 8350-0266-XX, and 8350-0267-XX where XX is "-01" through and including "-04" when used in conjunction with a CRM500GA-200 remote magnetometer. This service letter does not apply to an AHR500 installation without a remote magnetometer.

4 Reason

The MagAlign procedure that is performed during the installation process may not achieve optimal results when the AHR500 is used with a CRM500GA remote magnetometer

5 Description

This Letter describes the conditions and procedures for continued safe operation.

6 Compliance

Mandatory

7 Warranty Information

The standard warranty is limited to repair or replacement of the AHR500 and does not cover removal or installation costs.

8 References

None

9 Background

The AHR500 is designed to correct for misalignment between the remote magnetometer and AHR500 during the installation. However, the firmware may not be able to fully compensate for these misalignments during the MagAlign procedure.

10 Operator Action

During installation process, care should be taken to ensure that the remote magnetometer and AHR500 are aligned to less than 0.5 degrees of each other in the roll and pitch axis. This should be accomplished through the use of a laser level or similar device. We do not recommend the use of a magnetic level as this may damage the remote magnetometer.

11 Service Information

As a Crossbow Technology customer you have access to product support services, which include:

- Single-point return service
- Web-based support service

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- Same day troubleshooting assistance
- Worldwide Crossbow representation
- Installation assistance available

Contact Directory

United States: Phone: 1-408-965-3300 (9 AM to 5 PM PST)

Fax: 1-408-324-4840 (24 hours)

Email: techsupport@xbow.com

Non-U.S.: refer to website www.xbow.com