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## **TECHNICAL BULLETIN 13**

**DATE:** 06 December 2024

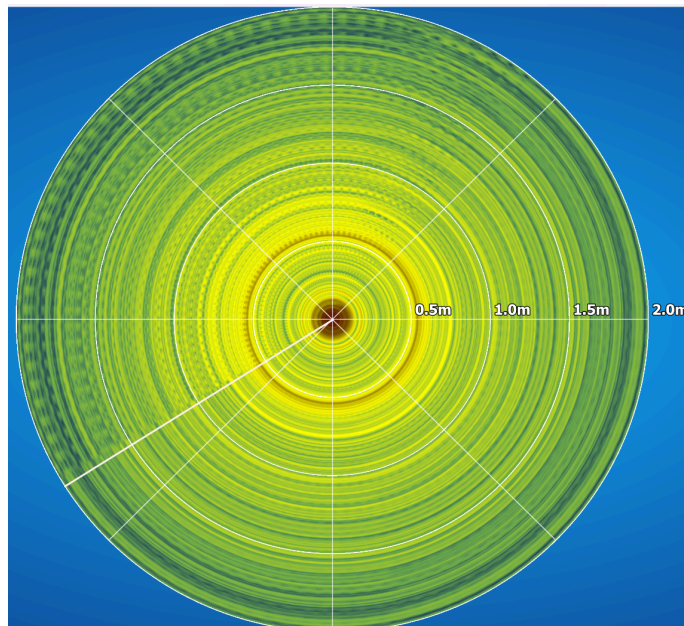
**PRODUCT:**

- Ping360 Scanning Imaging Sonar (BR-100399)

**SUBJECT:** Acknowledgment of Product Issue – Ongoing Investigation

**SUMMARY:** A report was submitted informing Blue Robotics that three sonars did not perform as expected at certain depths that remain within the product’s specified depth rating. Blue Robotics has successfully replicated the issue. We are actively investigating the root cause; however, we do not have a confirmed solution or corrective action to address the issue. We assure you that resolving this matter is a top priority and does not impact all sonars or lead to leaks to connected devices.

**IDENTIFICATION:** The Ping360 stops working, or the PingViewer image becomes “smeared” when submerged to significant depth and functions normally in shallower depths. PingViewer smears:



**CUSTOMER ACTION:** Submit a [support ticket](#) reporting the problem.

**BLUE ROBOTICS ACTION:** We will replace the unit once the problem has been resolved or RMA the sonar and issue a refund. We deeply regret any inconvenience this issue may cause and sincerely appreciate your patience and understanding as we work toward a resolution.