

Wet Pluggable Connector Material Issue and Replacement Plan



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Issue:

Certain Sea-Bird Scientific sensors have electrical bulkhead connectors that may fail due to a change in material by our supplier. The bulkhead connectors in question are the MCBH wet-pluggable versions. This issue does not apply to XSG connectors.

Failure mode:

The failure mode includes corrosion and weakening of the pins, especially the power pin, which may result in pins breaking and getting stuck inside cables. ***Bulkhead failure will not cause flooding of the sensor.***

Deployment condition:

Failure is most frequently seen in moored applications in shallow/warm water that are connected to external power.

Action:

Please review the attached **photos** of “affected” and “OK” connectors on the last page of this document. If you believe your connector is affected, contact the appropriate service department as shown in the table below to schedule replacement of your connector. Sensors are currently being built with validated connectors that are unaffected by the issue; the supplier has discontinued use of the material.

Replacement Plan:

- Sensors not requiring service will only have connectors replaced.
 - Please **obtain a RMA** and note only connector replacement.
 - Sea-Bird Scientific will cover the cost of shipping the sensor (both ways).
- Sensors already planned for standard evaluation/service will have the bulkhead connectors inspected and replaced free of charge if needed.
 - Please **obtain a RMA**.

Sea-Bird Scientific will cover the cost of replacing the connectors for all sensors received **before November 1st, 2017**.

Affected Sensors and Service Contacts

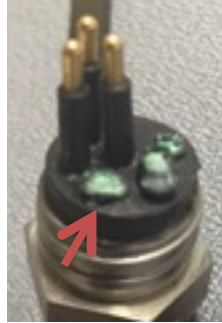
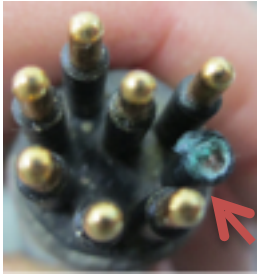


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Mfg. Part Number	Manufacturer	Support e-mail	Support Phone Number
5 Series Pumps	Sea-Bird Electronics	service@seabird.com	1-425-643-9866
16plusV2			
19plusV2 (moored mode only)			
18			
37			
39			
43			
52			
54			
63			
ECO	WET Labs, Inc.	service@wetlabs.com	1-541-929-5650 x215
WetStar			
ACS			
C-Star			
BAM			
C-Rover			
WQM			
DH4			
PCCS			
BPA50			
Thetis Profiler			

**some of sensors serviced from 9/2013 to 9/2015 could be affected and visual inspection will be required.*

Affected Connectors (MCBH only)

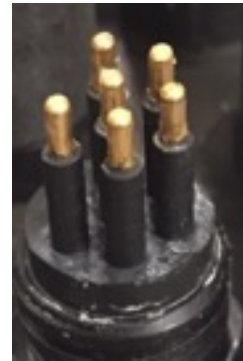
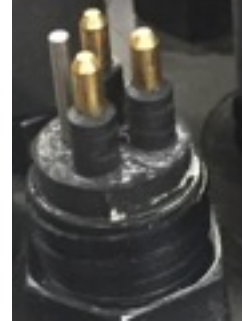


Broken, missing, or corroded pin



*Material degraded
"loose-sock effect"*

OK MCBH Connectors



*Normal wear-and-tear
not indicative of issue*

Not Affected Connectors (XSG)

