

## REPLACEMENT SPHERE SERIAL NUMBERS



PRODUCT ALL SEAKEEPER MODELS

### PURPOSE

This bulletin advises dealers of a change that will simplify ordering spare parts for units with a previous sphere replacement.

### BACKGROUND

When Seakeeper units have a major component issue, the sphere is usually exchanged with another sphere. The sphere will have a new serial number, and the old sphere will be removed, thus removing the original serial number of the unit. This exchange of serial numbers presents challenges when ordering parts for the original foundation and brake subsystems that the new serial number may not represent accurately. The new serial number often results in incorrect spare parts shipped. The serial number change also requires updates to the Warranty Registration and creates a disjointed case history in the Partner Center.

### PROCESS CHANGES

In the future, when a sphere replacement is required, Seakeeper will still ship a replacement sphere with a new serial number as in the past. However, the Seakeeper's gyro control module (GCM) will not be replaced to update the serial number on the display. A GCM replacement will only be required for Seakeeper 18 (non-FRB) and Seakeeper 26 because internal design changes require updated software, but the serial number will remain the same.

The original Seakeeper serial numbers will be retained for all models, and the display will report the original serial number. Spare parts, excluding the enclosure subsystem, will be tied to the original serial number reported on the display. The new replacement sphere serial number will be on the sphere label but should only be referenced if issues arise in the enclosure. The serial number on the display should be referenced when ordering parts and opening cases for affected Seakeepers in the future.

Also note that Seakeeper factory documentation related to the replacement sphere (i.e., shipping documentation, return authorization, etc.) will reference the new sphere serial number even though the unit will take on the original serial number once installed in the field.