

SUUNTO
D9 and D6 Software Update Frequently Asked Questions
June 9, 2006

Q. What is the reason for software update?

A. There are two methods to keep accurate time in the D9 and D6 - by manually adjusting the seconds or automatic calibration. During this update process, there is approximately 0.6 % (a six-tenths of one percent) chance that a software bug may cause the D9 and D6 to incorrectly count dive time during a dive. Therefore even though the D9 and D6 will function correctly approximately 99.4 % of the time during a dive, Suunto wants to eliminate the very small possibility of recording the dive time incorrectly.

Q. Which serial numbers are affected?

A. All D9s with serial numbers below 62102582
All D6s with serial numbers below 62103693

Q. Where can I find my serial number on my D9

A. On the rear at 9 o'clock position under the PC cable connection.

Q. Where can I find my serial number on my D6?

A. On the rear at the top right hand side at the 1 o'clock position.

Q. How can I determine if I have an updated D9 and/or D6?

A. All updated units will be marked with a small white dot in rear of the unit. All new units manufactured with the updated software will be marked with a letter U next to the serial number.

Q. Where should I take my D9 and/or D6 to have the update performed?

A. The fastest and easiest way is to return the D9 and D6 to your local authorized Suunto retailer. A list of retailers can be found at www.suunto.com. If that is not possible, contact the Suunto Help Desk at SuuntoD9-D6@nordictelecenter.fi. To contact Suunto by phone, call toll free 1 800 543 9124 in the USA, or +358 284 1160 (international call rates are applicable) in other countries.

Q. Does the update cost anything?

A. No. The update will be done free of charge to a consumer. The battery will be replaced and the pressure test conducted at the same time free of charge.

Q. Can I still dive with the D9 and/or D6 if I don't have it updated?

A. Suunto does not recommend relying on the D9 or D6 for diving until the update is completed. You should have the software updated as soon as possible.

Q. How long does the software update take?

A. The update process only takes about 20 minutes. Total turn around time, including shipping, should be about one to two weeks.

Q. Will I receive a new D9 and/or D6?

A. No. One of the advantages of the D9 and/or D6 is that it is reprogrammable and easy to update the software. You will receive back your same unit.

Q. Will I lose my logbook memory?

A. No. The logbook memory will remain intact; however, as a back up you should download all data onto a computer before returning the D9 and/or D6.