



Ref: Dealer Support Bulletin

Date: Q1 2021

To: All Survey Supply Dealers

Cody Carlson, our Survey Supply Channel Manager has been overwhelmed by field projects and this has led to his not being able to fully commit to supporting our dealers in our usual timely fashion. I have taken over handling the Dealer Support for the time being to ensure that you are supported as best possible. The following is an overview of upcoming product improvements, new products, and customer support improvements. I am also organizing a webinar series for our dealer channel to go over all the following in more detail, provide updated pictures and video, and answer questions.

A. Product improvements

1. Hydrolite-DFX – The DFX now features an internal 12V battery for ease of use, improved runtime, and portability. You can still special order the DFX or TM with external power leads if needed.
2. EchoBoat-160 - The current switches were too easily tripped, turning one or more motors off on the boat, potentially while operating. The payload batteries were almost impossible to access due to the size and location of the AutoNav box. The lid required 8 thumbscrews and was extremely awkward to install and remove. We have addressed those and more issues including making it lighter using an aluminum deck as opposed to the starboard plastic. The new switches will be flush mount and internal. The batteries are now located in front of the new, small form factor AutoNav and can be charged in the boat or removed easily. They are also higher capacity and use a different chemistry, LiNiMnCo, or Lithium Nickel Manganese Cobalt Oxide. They have high discharge and high capacity but are also safer than LiPo. The new lid will hinge like the EchoBoat 240 and have fewer fasteners. Lastly, a fuse panel has been integrated to the electrical system for protection.

B. New Products

1. AutoNav+ - We have combined our AutoNav auto pilot product with our Hy-Fi telemetry kit and added a single board computer. Now you have an all-in-one auto pilot and telemetry package with the added ability to collect high-resolution data using Hypack or similar hydrographic survey software packages.

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2. EchoBoat 240 – Essentially a larger EchoBoat (2.4m) capable of handling full-size high-resolution sonars such as Reson T50 system, IMU, with integrated, intelligent SVP cast. (Now available)
3. TriDrone – A more portable version of the HyDrone. Essentially a Single HyDrone Hull with dual outriggers for stability. Features an internal, integrated Sonarmite echosounder, foldable outrigger arms, a servo-controlled, motor. It will be a complete package in only RC mode, with single frequency transducer. For those customers looking for a small Drone that is easy for one person to launch and recover. (available early Q2)
4. Hydrolite-TM+ and Hydrolite-DFX+ echosounders. Will feature an easy-to-use web-interface, Bluetooth, Wi-Fi, and Ethernet connections, and the ability to view and log the sonar echogram. (Available late Q2)

As far as field serviceable components, we try to make all our products as rugged as possible which also makes them not so field serviceable. Other than swappable motors, batteries, and cables, we do not encourage customers to go inside our products as they are proprietary and like all electronics, highly prone to ESD damage. I encourage you to give us feedback on what components you would like to see more field serviceable however, and we can run it by our engineering team.

C. Customer Support

We have increased our Tech Support Staff available both via phone and our website Chat function at the bottom right of our support page at: <https://www.seafloorsystems.com/support>. We usually respond to Web requests within an hour if we are not online. Just fill in the form with as much information as possible and someone will respond ASAP. For direct Hydrolite or HyDrone support, you can also reach out to Zack or Jeff:

Zack Gaul – zack.gaul@seafloorsystems.com

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For the Organization,



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