



SEA & SEA PRODUCTS LTD.

3-2-10, Saiwaicho, Kawaguchi-shi, Saitama, Japan, 332
Tel: 048-256-2251 Fax: 048-256-2276

~~CONFIDENTIAL~~

To: Sea Quest Inc
Attn: Mr Robert Bruins

→ Spin City, Ben d'Amico

Oct 28th, 1993

Re: Spectrum Regulator
Your fax SPSSSP2

First of all, we are sorry that the information we sent to you make you misunderstand. Personally, I received information from some persons with different informations and we sent some confused information to you.

Again we would like to send you the exact situaiton to you. Please forget akl of information we sent.

1. We received a complains from two dealers which on Spectrum regulator free flow began and a student was in panic.
2. We asked the dealers to return regulators and our engineer analyzed them.
3. Our engineer's anylysis was that the 1st poppet sheet (Part # 3-122230) was dective. It is easy for poppet sheet to peel out. So free flow began. The serial number for defective poppet were 93012 (not 93102).
4. In our office there were 7pcs regulators and we have tested them with tank valve. There was no problem and no free flow.
5. Our engineer instructed us that the 93102 poppect for one or two dive would be no problem and but there would be possibility that poppet sheet would be peeled out easily one or two dive later and instructed that it would be better for us to stop the delivery of regulator with poppet#93102. 60% of regulators in our stock are with #93102.
6. We airmailed 2 regulators w/poppets to your attention.
7. What we like to know are
 - a. 93102 poppet is defective?
 - b. All poppet is defective?

We hope all will be cleared.

Thank you and best regards,

N. Nakano

SEA&SEA
UNDERWATER CAMERA EQUIPMENT

SEA & SEA PRODUCTS LTD.

3-2-20, Saiwaicho, Kawaguchi-shi, Saitama, Japan. 332
Tel:048-256-2241 Fax:048-256-2276

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We hope all will be cleared.

Thank you and best regards,

N. Nakano

131

seaQuest

FILED
20:45

2151 Las Palmas Drive, Carlsbad, CA 92009 USA
Tel: (619) 438-1101 Fax: (619) 438-3142

DATE: 10/27/93

PAGES: 1 OF 3

TO: SPIROTECHNIQUE
ATTN: BEN D'ARMAZZO

ATTACHED IS THE SEA; SEA FAX I RECEIVED
TODAY AND MY RESPONSE.

BEST REGARDS



Oct 27'93

To : Sea Quest Inc

Attn : Mr Robert Bruins

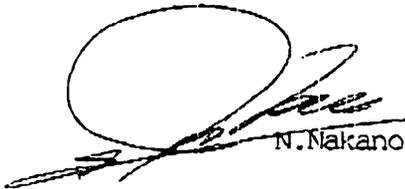
Dear sirs

Re : Spectrum regulator

We would like to clarify the present situation .
As to your question, we would reply to as follows.

1. The free flow began
 - a. in the water : 2 pcs
So we have tested many regulators in our stock above water. *quantities.*
 - b & c. just when turning on the tank valve the free flow began on some ~~models~~.
These free flow regulators have the poppet with serial number 93102.
2. We replaced a new poppet (not 93102) and there is no problem.
But actually speaking we are not sure that the poppet with 93102 is defective.
Anyway our engineer say that at least the problem was occurred from poppet.
3. What is most difficult matter is that least we can not find out the defective
of poppet sheet on land.
After a few dives these phenomena will be come.
4. We have just 3pcs of defective poppets.
5. Just 2pcs.
6. We have just started the sale of Spectrum regulator and so we have 190pcs
of them in stock.
7. We meant that about 60% of our stock have 93102 poppet.
8. Yes.
9. Yes. Today we sent a sample to USA today.

Best regards,


N. Nakano

TEL/CON W/ BEN 10/27/93 9:25 A.M

- WE NEED TO GET ALL 3 POPPETS
BACK W/ CORRESPONDING CROWN.
- CONFIRM THAT THE 2 CASES OF
FREE FLOW HAD PEELING POPPETS
- CONFIRM THAT CASES OF FREE
FLOW CAN NOT BE STOPPED BY
COVERING MOUTHPIECE OPENING.
- WHEN ^{DEFECT} POPPET IS REPLACED, CROWN
IS REPLACED 133

Sea Quest Inc.
2151 Las Palmas Dr.
Carlsbad, Ca. 92009
Fax # 619-438-3142

FAKED

F A C S I M I L E M E S S A G E

Date: October 27, 1993 Fax Ref: SPSSSP2
Page: 1 of 1
To: Sea & Sea
Attn: Mr. N. Nakano

Re: Spectrum performance

Thank you for your fax of today. We have just a few more points we would like to clarify.

- 1a. Did you have any free flow problems with the many regulators that you tested from your stock?
- 1b. How many regulators do you have that free flow began just when turning on the tank valve? - Are these different than the regulators that free flowed in the water (1a)?
- 5a. Do the two free flowing regulators have peeling poppets?
- 5b. Can the free flowing on the two regulators be stopped by putting your finger over the mouthpiece opening?

Please confirm that the poppet serial number is 93102. On your original fax you indicated poppet serial number 93012.

When a damaged poppet is replaced you must also replace the Crown (part # 122224).

Please send us all the damaged poppets (3 ea. ?) and also send us the matching crown (part # 122224) from the same regulators.

Best regards,



Robbert Bruins

134



SEA & SEA PRODUCTS LTD.

3-2-20, Saivaicho, Kawaguchi-shi Saitama, Japan. 332
Tel:048-256-2251 Fax:048-256-2276

Oct 27'93

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Attn : Mr Robert Bruins

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- CONFIRM THAT THE 2 CASES OF FREE FLOW HAD PEELING POPPET
- CONFIRM THAT CASES OF FREE FLOW CAN NOT BE STOPPED BY COVERING MOUTHPIECE OPENING
- WHEN ^{DEFECT} POPPET IS REPLACED, CROWN MUST ALSO BE REPLACED.

Sea Quest Inc.
2151 Las Palmas Dr.
Carlsbad, Ca. 92009
Fax # 619-438-3142

20915

F A C S I M I L E M E S S A G E

Date: October 26, 1993 Fax Ref: SPSSSP1
To: Sea & Sea Page: 1 of 1
Attn: Mr. N. Nakano

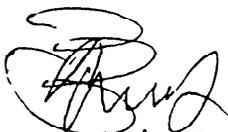
Re: Spectrum performance

We have spoken by telephone to Spirotechnique regarding the free flow problems you told us about.

Please help us confirm the cause of the problem by answering a few more specific questions.

1. Does the free flow begin:
 - a. In the water.
 - b. After pushing the second stage purge button a few times.
 - c. Or immediately when turning on the tank valve.
2. Does the poppet peeling problem happen again if the poppet is replaced with a new poppet.
3. Have you inspected the crowns (part # 122224) for damage?
4. How many "peeling" poppet seals have you seen?
5. Please tell us the quantity of regulators that you have that are free flowing.
6. How many Spectrum regulators do you have in stock?
7. You said that 60% of your stock is having free flow problems. Are these all large bursts of air or do some regulators have slow leaks? If you have both types what % are large bursts and what % are slow leaks.
8. Can you check the intermediate pressure of the free flowing regulators and let us know what it is?
9. Please send to us (Sea Quest) complete regulators with examples of peeling poppets.

Best regards,
Robbert Bruins
Product Manager



cc: Spirotechnique

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URGENT

FAXED

Sea Quest Inc.
2151 Las Palmas Dr.
Carlsbad, Ca. 92009
Fax # 619-438-3142

F A C S I M I L E M E S S A G E

Date: October 26, 1993 Fax Ref: SPSPPRB
Page: 1 of 4
To: Spirotechnique
Attn: Ben D'Armancourt

Re: Sea & Sea Spectrum regulator performance
Please review the attached fax correspondence with Sea & Sea Japan. In their last fax they mention a peeling poppet "sheet" (part # 122230 ?). This causes us some concern! Please let us know if their problems are all related to the peeling poppet.

We would like to resolve this as soon as possible for Sea & Sea and for us also.

Best regards,



Robert Bruins

cc: BILL OLIVER
DON ROCKWELL

1. inspect the crowns
2. # of problems
3. Samples back complete units
scrit
4. Contact U.S Divers
- size
- yr #
5. How problem happened
in unit
- turn on valve
6. Crowns must be changed if damaged
due to
7. ... inspection procedure

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Oct 26'93

To : Sea Quest Inc

Attn : Mr Robert Bruins
cc : Spiro, France

We thank you for your fax of Oct 25th.

As probably you know. We have been distributing Mares products over 10 years and we have been experiencing many troubles and we know the systems of regulator very well.

As you said to us, we have done every tests, without test bench. We as the result found that apparently there is problem with the poppet. In our stock visually there is no problem. But after one or two dives the poppet sheet is peeled. So large bursts of air free flow has been taken.

So as we announced, we found high percent of defective poppet was with product serial number 9310??.

If the trouble would not be came from the lot 93102 all poppet would be defective. It's much bigger problem.

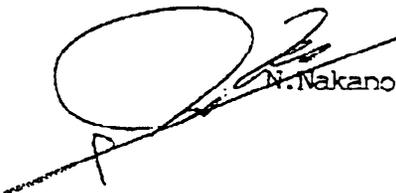
This is very big problem.

We had to stop the delivery to dealers without the analysis of products.

We have just started the sale of Sea Quest regulator and now we are distributing many regulators to as many dealers as possible and we do not want to lose face by Sea Quest regulator.

We would like to ask you to settle this problem as soon as possible.

Thanks and best regards,



N. Nakano

Oct 26'93

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CONFIDENTIAL

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cc : Spiro, France

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Thanks and best regards,


N. Nakano

Sea Quest Inc.
2151 Las Palmas Dr.
Carlsbad, Ca. 92009
Fax # 619-438-3142

2045
FALSO

Date: October 25, 1993 Fax Ref: SPSPCLT
To: Sea & Sea Page: 1 of 1
Attn: Mr. N. Nakano

CONFIDENTIAL

Re: Spectrum performance

Thank you for advising us of the complaints you have received regarding how easily the Spectrum regulator free flows. We have not experienced any problems with any poppets. Please explain what you think is the problem with the poppet. We are assuming that this is the poppet seal (part # 122230) in the first stage. Please check the intermediate pressure at the first stage and make sure it is correct and that it is not "creeping" (slowly increasing beyond specification).

If the intermediate pressure is correct, the problems you are experiencing may have two different reasons:

1. - The "cracking" pressure (initial opening effort) may be set too low.
2. - High performance regulators are by design more sensitive to free flow. This is not a problem if the user is educated as to what is normal. We have experienced similar comments from the caribbean area where they are not used to (familiar with) using high performance regulators.

We need to have some more information to determine exactly what your problem is:

- A. - How did you test the regulators in your stock? i.e. did you use a test bench? Did you measure cracking pressure?
- B. - What kind of free flow are you experiencing i.e. Slow leak, fast leak, Large bursts of air, full flow when second stage is submerged, etc.
- C. - What the intermediate pressure is.

We are very anxious to determine what the problem is therefore we answer you even though you will probably receive an answer from Spiro Aqualung.

Best regards,



Robbert Bruins
Product Manager

cc: LA SPIROTECHNIQUE

140

To: Spiro Aqua Lung

Attn: Ms Maryse Paillot

CC: Mr Terry Jones/Sea Quest U.S.A.

Oct 25th, 1993

Re: Sea Quest Regulator Model Spectrum

Today we received a complain from our dealer which the Spectrum regulator has free flow easily. And so we contacted with every dears who have purchased our Spectrum regulators and we found that many dealers have same trouble.

So we have checked with all inventories of ours and that we found that over 60% of them in our stock have same trouble.

As our analysis the trouble is came from the defective of 1st popet with production serial number 93012. The seat has been removed. → NOT CONFIRMED

Actually speaking we do ^{NOT?} know that the 1st popet with 93012 is defective or not, but at least we can say that the regulator with the popet has high defective rate for free flow.

Please urgently let us know which you have same problem in some markets or not. Anyhow we are sorry that we are not in position to sell this regulator with these problem to dealers.

Please advise how to deal with this problem.
Thanks and best regards,

Sea & Sea Products



N. Nakano, General Manager.

Sea Quest Inc.
2151 Las Palmas Dr.
Carlsbad, Ca. 92009
Fax # 619-438-3142

2045
FAXED

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To: Sea & Sea Page: 1 of 1
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Robbert Bruins
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142

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Thanks and best regards,

Sea & Sea Products



N. Nakano, General Manager.

143

Nov 5'93

To : Sea Quest INC

Attn : Mr Robert Bruins.

Re : Spectrum regulator

CC: MR

As to your question we are pleased to reply to you as follows.

1. 1pc during the dive
1pc during the pre-~~check~~ ^{check}

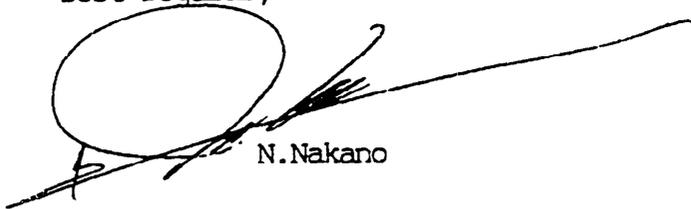
Also, yesterday one more regulator has been returned to us with the same defective. It was during pre-check.

2. They are not sure, but it should be 200 as maximum tank pressure.
3. We are not sure.
4. We are not sure, but for one piece it was used for the instruction of open water and so it should be 10m or around.
5. Not yet.
6. No.

As above same trouble has been occurred, even though we have not sold so many quantities to the market.

We are in very serious situation for regulator of SQ in Japan and urgent settlement for this trouble soon.

Best regards,



N. Nakano

SPIRO
ATTN:
BEN D'ARMANCOURT

Sea Quest Inc.
2151 Las Palmas Dr.
Carlsbad, Ca. 92009
Fax # 619-438-3142

FAILED
12:15 11/4

F A C S I M I L E M E S S A G E

Date: November 4, 1993 Fax Ref: SPSSSP3
To: Sea & Sea Page: 1 of 1
Attn: Mr. N. Nakano

Re: Spectrum poppet seals

We are continuing the analysis of the 2 Poppet seals that you sent and we have some additional specific questions regarding the circumstances in which the poppet seal (part # 122230) failed. Please answer separately for each poppet seal.

1. Did the poppet seal failure occur during the dive?
2. What was the maximum tank pressure (supply pressure) that the poppet seals were ever exposed to?
3. What was the tank pressure (supply pressure) at the time of poppet seal failure?
4. What was the depth at the time of poppet seal failure?
5. Have the regulators with failed poppet seals ever been serviced?
6. Has the conical filter on these regulators ever been replaced?

We thank you for your assistance in gathering this information.

Best regards,



Robert Bruins

cc: Spirotechnique
Bill Oliver
Don Rockwell

145

IOWA STATE SKIN DIVING SCHOOLS, INC.

7500 University, Suite C
 DES MOINES, IOWA 50325
 (515) 255-0001

3866

<input type="checkbox"/> SERVICE	<input type="checkbox"/> PICK UP	PHONE	REPAIR IN	DATE OF ORDER
<input type="checkbox"/> INSTALL	<input type="checkbox"/> DELIVER		<input type="checkbox"/> HOME <input type="checkbox"/> SHOP	
NAME				DATE PROMISED
ADDRESS				APARTMENT
CITY				DATE OF ORIG. INSTAL.
MAKE	MODEL	SERIAL NO.		<input type="checkbox"/> ESTIMATE <input type="checkbox"/> WARRANTY <input type="checkbox"/> CONTRACT <input type="checkbox"/> CASH <input type="checkbox"/> CHARGE <input type="checkbox"/> C.O.D.
NATURE OF SERVICE REQUEST 				

QUAN.	PART NO.	DESCRIPTION	PRICE	AMOUNT
		ROBERT		
		#1 & #2 WERE THE		
		ONES THAT WENT BAD.		
		#3 WAS CHANGED TO MAKE		
		CUSTOMER HAPPY		
		Thanks		
		Keith		



THE SCUBA PROFESSIONALS!

Keith Engelking OWI 2826

IOWA STATE SKIN DIVING SCHOOLS, INC.

7500 University Suite C
 Des Moines, Iowa 50325
 Office: 515-255-0001
 Fax: 515-255-8999

SALES • SERVICE • SCUBA EDUCATION • TRIPS/TOURS • ACTIVITIES



TOTAL MATERIAL	
TECHNICAL SERVICE TIME	
TAX	
TOTAL	

id service, and charges, as being satisfac-
 equipment has been left in good condition.

See reverse side for Guaranty

JOB WORK ORDER

DATE OF ORDER
12-14-93

CUSTOMER'S ORDER NO.	PHONE	MECHANIC	HELPER	STARTING DATE / /
BILL TO				ORDER TAKEN BY
ADDRESS NANCY (HAD REDUCED)				<input type="checkbox"/> DAY WORK <input type="checkbox"/> CONTRACT <input type="checkbox"/> EXTRA
CITY PAPPEE SEAC.				
JOB NAME AND LOCATION Sunba Tech				
5371 Hwy 986 Destin				JOB PHONE

DESCRIPTION OF WORK

Enclosed is A BRAND NEW Spectrum Regulator. It was on display on the showroom floor. It was on display for app. 4 days when it blew a high pressure seat. I removed seat & replaced it. It still remained free flowing. I thought you might want to see Reg. before I got into it any further. Please replace or credit my account.

Nancy.

	TOTAL MATERIALS	
	TOTAL LABOR	
	TAX	
DATE COMPLETED / /	WORK ORDERED BY	TOTAL AMOUNT \$

I hereby acknowledge the satisfactory completion of the above described work.

- No one home
 Total amount due for above work: or
 Total billing to be mailed when job finished.

Signature _____

TOPS
FORM
3467



LITHO IN U.S.

147



PADI®

RON BENSON
Master Scuba Diver Trainer #36496

GOING UNDER DIVE CENTER
123 Central Ave.
Osseo, MN 55369
Phone: (612) 424-8717

Replaced # AF1811 Failed HT seal

**RETURN THIS REGISTRATION IMMEDIATELY AFTER
PURCHASE TO VALIDATE FACTORY WARRANTY**

Infinity SR300 Mirage SR200 Spectrum
Serial # (1st stage) AF 1273 Serial # (2nd stage) 18459

Where Purchased Boing under Dive center
Date Purchased 2-22-97
City OSSO State MN

Name Tim O'Connor
Address 8422 116th Ave N.
City Champlin State MN. Zip 55316

Robert

Enclosed is the
Spectrum Regulator

which had a 1st
stage NP seal blow
out. It is not
assembled totally.

I had to switch
a couple of parts
especially the mouth
piece. I have ordered
mouth pieces and they
haven't shipped? B.O.?

Any way's what's up
with the mouth pieces

I'm considering ordering
a larger Dumpster to



New Wave



SCUBA INSTRUCTION

325 W. Lakeshore Drive • Port Clinton, Ohio 43452 • Phone (419) 734-2240

Robert,

3-2-94

enclosed is the H.P. Seat we talked about on 3-2-94. please send me some H.P. seats and L.P. second stage seats. IN exchange for the 30.99 I gave back to the customer and well call it even.

3/8/94

GERRY SEND
5 EA 3-122230
5 EA 3-116611

thanks
Rod

SENT TO
GARY

CONFIDENTIAL

KONA COAST SKIN DIVER, LTD
808-329-8802
75-5614 PALANI BOAD
KAILUA KONA
HI 96740

ALL ..SALES ARE FINAL..
..ALL ..SALES ARE FINAL..
.....ALL..SALES ARE FINAL..
.....ALL..SALES ARE FINAL..

CASH
CAS100 67746 - 1 02-06-94 08:04:34
SALESPERSON: 1 HOUSE ACCT

L-R1	1	15.00	15.00
LABOR: OVERHAUL 1ST STAGE.		EA	
105USD	1	14.75	14.75
SEAT: T		EA	
4.17 % SALES TAX ON		29.75	1.24
MASTER CHARGE/VISA			38.99
1194 6322 #5419721047012311			

pay out cash

1st
AF1535

2nd
93 22935

8797679000000010001
BATCH: 069

KONA COAST SKIN DIVERS
75-5614 PALANI RD
KAILUA KONA HI 96740
TELEPHONE: (808) 329-8802
MAHALO!

DATE: 02/06/94

S-A-L-E-S D-R-A-F-T

REF: 0924
CD TYPE: MC
TR TYPE: PR

AMOUNT: \$30.99

ACCT: 5419721047012211 EXP: 1194
AP: 006322

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT & CREDIT VOUCHER)

X
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

KONA COAST SKIN DIVER, LTD
808-329-8802
75-5614 PALANI ROAD
KAILUA KONA
HI 96740

ALL SALES ARE FINAL.
ALL SALES ARE FINAL.
ALL SALES ARE FINAL.
ALL SALES ARE FINAL.

CASH
CAS100 67746 - 1 02-06-94 08:04:34
SALESPERSON: 1 HOUSE ACCT

L-R1	1	15.00	15.00
LABOR: OVERHAUL 1ST STAGE.		EA	
105USD	1	14.75	14.75
SEAT: T		EA	
4.17 % SALES TAX ON		29.75	1.24
CREDIT CHARGE/VISA			30.99
ACCT #5419721047012211			

REPAIR TAG

2269

DATE RECEIVED
2-3-94

PERSON'S NAME
Don Bayless

ADDRESS
CASA DE CHIMENO

DATE PROMISED

WORK TO BE DONE

GERDYA REPLACE IF YOU HAVEN'T
POPPET
ATTN: REPAIRS JERRY -

SPECTRUM 1ST SEAT FAILURE.
PHRASE REPLACE - 1 FOR 1

UPON ATTACHMENT TO
TANK. THERE WAS AN IMMEDIATE
HP SEAT FAILURE.

UPON INSPECTION OF SEAT
FOUND DAMAGE 90% TO SEATING
SEAL.



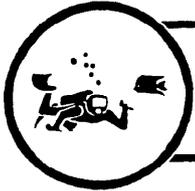
Thank you

William Jones

WILLIAM (BILL) JONES

PUGET SOUND
DIVE CENTER.

RECEIVED
POPPET
SEAL ONLY
2/23/94
BOT # 92037



Pro Scuba Center, Inc.

Hilltop Plaza • 1155 N. Wesleyan Boulevard • Rocky Mount, North Carolina 27804 • (919) 985-3951

November 16, 1993

Mario,

Enclosed is the Spectrum Regulator Ronnie McLamb spoke with you about. It was sent to Ronnie on a "Demo" basis per the request of our Regional Sales Manager, Dan Badgley.

As Ronnie explained to you, it appears that either the high pressure seal or high pressure ^{seal} blew the first time he used it. We have already received the replacement regulator you sent.

(R.B.) REC'D 11/24/93

Thank you

Pam Lowe
Service Tech

POCKET LOT # 192349

1ST STAGE SERIAL # AF 1179

2ND STAGE SERIAL # 93 18628

SENT TO U.S.O.

ATTN: SERGE TAPPA 9/24/93



RON PITTS

Sea Ventures Inc.

- INDIVIDUALIZED LESSONS
- COMPLETE EQUIPMENT
- ORGANIZED TRIPS



2/7/94

Mario

Here's the regulator we talked about.
 They also gave me a video of when it
 happened, she was doing the filming so
 you can only hear the noise. I'll
 let you ^{know} what they decided to do for
 a trade

Thanks

Ron

SPECTRUM
w/ O.T.O.

3/8/94 MARIO SAYS
 WAIT TO SEE WHAT HE
 WANTS
 SENT TO SPIRO

MIDWEST SCUBA CENTER, INC.

4306 W. 96th Street
INDIANAPOLIS, INDIANA 46268

MEMO
LETTER

(317) 872-2522

DATE 5/24/94

TO: FOR ROBERT
C/O ROBERT
CUSTOMER SERVICE

PAPER #92357

HERE IS THE SPECTRUM HP SDPT WE TALKED ABOUT WITH CUSTOMERS INVOICE. THE CUSTOMER WAS KAREN LAUX 255 W. NEWPORT INDIANAPOLIS IN 46217 UN PLANE 317-780-9789

REQUESTED ASAP CHECK FROM KATHY 6/17/94 FOR \$30.00
THANKS

Please Reply No Reply Necessary

TOM KYLOK
SIGNED

PRODUCT 3053 Inc., Groton, Mass. 01471. To Order PHONE TOLL FREE 1-800-225-6380

OCEAN DIVERS
522 CARRIER DRIVE
KEY LARGO, FL 33037
(305) 451-1113

QUANTITY	ITEM NUMBER	AMOUNT
1	MNICGTL	13.95
1	DIVERS 001 TANK LOGO L	
1	MNSCPRT	12.50
1	REPAIR MISC PARTS	
1	MNICBUMP-001	1.25
1	3-TIE HIP-SHEP BUMPER STICKERS	

request high pressure seat
the check

SUB-TOTAL 45.70
TAX 3.20
TOTAL 48.90
CHECK SALE 48.90
CHARGE 0.00

Invoice Number : 66032
Date : 05/24/94
Time : 3:47 PM

THANKS & HAPPY DIVER!

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