

Futaba 6EX, 7C and TM-7 Service Advisory Provided by Hobbico

This service advisory affects only owners of the Futaba TM-7 module and 6EX and 7C FASST systems. Each FASST transmitter contains a unique eight digit identification code, programmed at the factory to identify the respective transmitter and to allow a receiver to be paired only to that radio's signal. Recently we have learned that a very small number of the TM-7 modules, and 6EX and 7C FASST systems were incorrectly coded with a common code number during the manufacturing process. These units were subsequently sold prior to our awareness of the situation. If two or more units, utilizing this common identification code, were to be in use simultaneously, they may cause interference with one another. Please note: Units which utilize the correct identification code will not be affected by these units. We're extremely confident that this is not a widespread problem. We know of only one instance in the United States. However, to give you peace of mind that your system is not affected, we will soon be setting up test stations at participating hobby shops throughout the country where you will be able to go to determine -- within a matter of minutes -- whether or not your transmitter is affected, at no charge to you. Or, if you prefer, you may send it in to our service center we will analyze it for you at no charge. If any problem is found, it will be replaced. We will gladly pay the postage for returning the unit and sending it back to you. If you have questions or concerns, please do not hesitate to contact our Futaba Service Center at: 217-398-0007 or via email at service@futaba-rc.com. Our staff is available to you Monday-Friday, 8am-5pm U.S. Central Standard Time.

Precautionary Measures and Information

1) As with all radio control equipment, we strongly suggest that you pre-flight your aircraft thoroughly prior to flying. When flying at a location with other FASST owners, prior to flying we suggest that all pilots briefly activate their systems simultaneously to check for any interaction between units. If any interactions should occur, do NOT fly. Return the unit to the Futaba Service Center for immediate replacement. 2) Each time that your transmitter is turned on, it is imperative that you allow the FASST system an adequate amount of time to thoroughly boot-up completely before shutting down the transmitter. We recommend allowing the system at least five (5) seconds prior to turning off the power to the transmitter. 3) If the transmitter and receiver have lost their binding which required them to be re-linked, we recommend returning them to the Futaba Service Center for analysis. This is not expected behavior and should be investigated accordingly.