

## CYPRES Service Bulletin C2 0113 FAQ - Updated Feb 3, 2013

- 1) My CYPRES is in the affected date range but is still responding, can I send it in for the update now?

*No, Do NOT send in a CYPRES that does NOT fail the pre-boarding test now, we will perform the Service Bulletin update, as well as any other upgrades at no additional cost during the 4-year maintenance (including the new User-selectable activation altitude option).*

- 2) Why haven't I received my CYPRES 2 back from maintenance that I sent to you in December yet?

*As a safety precaution, CYPRES Production & Maintenance was temporarily put on hold as a safety precaution during the investigation of a reported issue. Maintenance has started again, but as you might imagine, there is a large backlog at this time.*

- 3) Are there any 2013 units available at this time?

*No, not right now, as production was put on hold as a safety precaution, and because all available resources were focused on the investigation, the resolution, and extensive testing of both the interim procedure described in the Service Bulletin and the production/maintenance update.*

- 4) I don't know my CYPRES date of manufacture and I don't want to unpack my rig, how can I find it out?

*You can access the DOM via the next maintenance due date by accessing the unit information (see page 22 of the [2012 CYPRES 2 User's Guide](#)). If you are still not sure, just email us your CYPRES 2 serial number (which can also be accessed via the unit information procedure on page 22).*

- 5) How can I tell if a CYPRES in the affected date range has been updated and it is no longer necessary to perform the red button test?

*The User-Selectable activation altitude option is available (see section 4.4.3, page 23 of the [2013 CYPRES 2 User's Guide](#)), also the method used to change the ft/meter scale has been simplified (see section 4.4.5, page 24).*

- 6) If my CYPRES 2 fails the red light test, can I go ahead and continue to use it?

*Yes, however there is no benefit to continue jumping with a "non-responsive" CYPRES, as it will not save your life if needed-*

- 7) Are Military CYPRES units built in the last 4 years also affected?

*Yes, all versions and models of CYPRES 2 units with date of manufacture 02-2009 through 12-2012 are affected.*

- 8) What happens if I forget to do the check before I board the aircraft?  
*Since this phenomenon is extremely rare, the vast majority of "affected units" have absolutely NO problem. In the event that your CYPRES is "non-responsive" and you do not catch it, it is the same risk as if you forgot to switch it on prior to jumping.*
- 9) If this condition were to occur with my CYPRES, can I just switch it off and try it again?  
*No, if the unit is non-responsive, it is NOT possible to switch it off manually and it will also NOT automatically switch off after 14 hours.*
- 10) Why don't you just "do the right thing" and recall of these CYPRES units?  
*Because of the nature of the "problem" and how it manifests itself, it is actually significantly more dangerous to be jumping without an AAD during the extended downtime if they were to be updated now, rather than our standard procedure of applying all applicable updates during the scheduled maintenance.*
- 11) How was this problem discovered?  
*As a result of user reports of CYPRES units that could not be switched off and stayed on for "days".*
- 12) How many times has this occurred?  
*Fourteen units have become "non-responsive" out of the 32,000 produced during this date range, one of which activated after landing while on a packing mat.*
- 13) If my CYPRES becomes non-responsive, then what?  
*Contact Airtec or SSK with the details and we will immediately update your CYPRES or ship a loaner or replacement.*
- 14) Why doesn't this occur on CYPRES manufactured before Feb 2009?  
*The manufacturer-changed part was not used prior to then.*
- 15) Does this part get replaced with the older version during the update?  
*No, the "old version" part is no longer available. The update has both a hardware and software portion.*
- 16) If a non-responsive CYPRES can activate on the ground, isn't it also more likely to activate during a jump?  
*No, the risk of an inadvertent activation with a "non-responsive" unit while in the air is actually less than that with a functional CYPRES (for the same reason that it is more*

*likely to have an inadvertent reserve deployment while using any AAD as compared to not using an AAD).*

17) If a CYPRES can activate on the ground due to static, why not in the airplane on the carpeted floor?

- a) During boarding, hand contact with the aircraft discharges any built-up static charge*
- b) While moving about in the aircraft, hand contact with the aircraft discharges any built-up static charge*
- c) While in the aircraft, the main canopy is packed and is not in contact with the carpeted floor.*

18) Can my CYPRES have the problem (become non-responsive) in the airplane?

*No. See answer to # 17 above.*

19) My CYPRES unit is currently at SSK for the 4-year, will it get the "update" even though it is a 2008 date of manufacture?

*Yes, standard procedure is to apply ALL applicable updates during the maintenance. This is one of a number of the advantages to having a mandatory scheduled maintenance program. See the [CYPRES Maintenance Information](#) brochure for further details.*

20) Why is the risk lower if I click the button if my unit is already non-responsive?

*Because you will know that you do not have an AAD that could activate if needed.*

21) What happens when the button of a "non-responsive" unit is clicked?

*Nothing.*