

Topcon Sokkia announces an update to the SHC5000/6000 RAM Clip Mount Kit

Part Number 1015317-01

If this affects you please contact CSI Mapping right away.

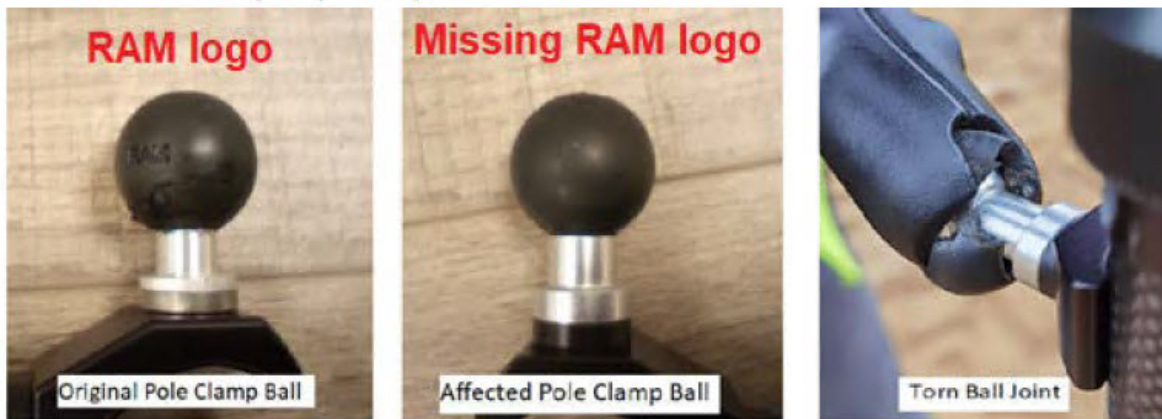
Call 1-800-810-9178 or 913-912-5517

Email: sophia@csimapping.com

A change made by the supplier to the mounting ball used in the FC/SHC5000/6000 ram clip mount kit may result in an early failure of the ball joint when the clamp is not loosened to adjust the mount. This strain can cause a crack in the rubber ball and failure to support the tablet. The issue has been resolved. There is a potential for product to be out in the field that may cause a premature failure.

How to identify a defective Pole Clamp with Ball:

The affected product can be identified by its matte finish and the absence of the "RAM" logo imprinted on the ball. (See photos)



Remedy:

The FC/SHC5000/6000 Ram Clip Mount Kit contains three parts, The Pole Clamp with Ball, Arm and Mount. *Please only return the defective Pole Clamp with Ball P/N 1059582-01 for replacement.*

Please inspect the pole clamp with ball and contact Topcon customer service for an RMA to replace. Replacements may not be available immediately and will be shipped on a first come-first served basis. The replacement program will end January 31, 2023.

