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Date Released: August 24, 2015

Date Effective: August 24, 2015

Subject: Vertical Stiffness Value

Effectivity: ALTAs shipped prior to August 19 with firmware 3.02

Require Action: Change Vertical Stiffness Value

Time of Compliance: As soon as practicable

INTRODUCTION

This Service Bulletin (SB) is being issued to advise you of a concern on the default tuning values for Vertical Stiffness. Applying this SB is recommended for all affected ALTA operators.

To determine firmware version, connect to the ALTA with the ALTA App. In the app, select About. The firmware version and ALTA App versions are displayed.

BACKGROUND

Freefly has determined through internal flight testing that the default vertical stiffness value can be too high in certain conditions. This only affects flight in Height and Position Modes.

RECOMMENDATIONS

Freefly recommends ALTA operators to start tuning with a the Vertical Stiffness value set to 12 when tuning.

Additionally, until SYNAPSE firmware is revised to version 3.3.0, do not use the Default Config feature in the ALTA App.

Affected ALTAs without the SB performed are suitable for flight, but caution should be used in Height and Position modes for vertical oscillation.

METHOD OF COMPLIANCE

To set Vertical Stiffness:

Turn on ALTA and connect to it via the ALTA App.

In the app, open Configurations > Aircraft Dynamics.

In the Height page, tap on Vertical Stiffness.

Use the [-] button to reduce the Vertical Stiffness to 12.

For Service Information Contact:

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Hours of Operation: M-F 8am-6pm PST