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ETS50200 Dual frequency transducer.
The ETS50200 transducer is a relatively new product, that, in some cases, we have seen has a tendency to degrade under use. We have analysed the returned products and found a number of root causes, some due to production technique/quality, and others due to design limitations. The production of these units is now tightened up, and the design limitations are under long term analysis/test.
This is a product that is logical to have in our portfolio, so we will continue working on this until we are sure that we have an error-free design.

How you see the problem
The range of the transducer will reduce over time (it is important that it reduces, and is not poor from the start, which can also be mounting issues) measuring the impedance with an ETT985 tester will eventually show values outside of the recommended values, probably a shift of resonant frequency on the 50 kHz. This weakened signal will be most obvious in deep water with the transducer struggling to find depths over 200m on 50kHz in normal conditions.

Temporary Preventative Solution
The issue occurs when the transducer is run in 50kHz mode at full power. SKIPPER has released a software version for ESN200 v 1.1.3.0 that sets new maximum limits of this mode. We advise all customers using this transducer to install this software, or to restrict the power output of this transducer to 50%. The instructions for this are attached.

Running the 50kHz at 50% power will slightly reduce the maximum range of the system, (but much less than 50%). ESN100 has very few reported issues.
Users with ETS50200 transducers produced before august 2021, may continue to use their product, with the above restriction.
Users with failed sensors are, at his time advised to change with fixed frequency transducers, that are compatible with the tank and valve mountings.
The ETS50200 and its variants are not being produced at this time and a production startup date is currently not available. The product is 'on hold'. Expect a delivery delay of at least 3 months, (February 2022)

Permanent Solution
As of 14.1.2022, The ETS50200 product is still 'on hold' due to some failures in the field. Testing is progressing well, and results are showing that the design is currently overpowered in the ESN200 system. The new levels are being confirmed, this is taking slightly longer than hoped due to test platform and equipment access restrictions/delays. This results in the decision to restart production being moved to 6.2.2022. Production is preparing to start production at that time with a reduced production time, however the final decision of a date to relaunch the product will not be taken before that time.
Testing is underway in the lab, in test tanks and on test vessels to ensure the corrections are satisfactory both short and long term. The production process is improved with a higher level of testing and burn in to ensure all delivered products in the future are within specification.
It is vital that customers with this transducer install and use the reduced power software currently available on the web, and the version in February will give further improvements.
A web installation course including the latest diagnostic techniques will be held online on 20.1.2022, to give more information on how to diagnose, and correct problems with this system

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Best regards

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