



IMPORTANT PRODUCT SAFETY NOTIFICATION

Date: April 24, 2008
Product: Flanged Magmeters

Overview: SeaMetrics recently learned of two incidents in which malfunctioning batteries in our flanged magmeters ruptured, resulting in destruction of the meter housings. Although this has happened only twice, we are proactively addressing the problem, and would like you to be aware of the potential safety concerns until we have completed the replacement program described below.

Analysis of Problem: Detailed analysis of the recovered meters and batteries by our Engineering Department indicated that the batteries, and not the meters, were the source of the problem. A failure in the Lithium battery pack appears to have caused a pressure build-up and rupture in the electronics housing.

Safety Recommendation: Judging from the proximity of the ruptured parts to the meter, and the intact condition of the internal plastic parts, it appears that neither the heat nor energy released was extreme.

Nevertheless, because there may be a potential for injury to a person or property in close proximity to the meter in the event of a rupture, we urge caution when working around these meters, until the battery pack has been replaced, as described below. We strongly recommend that you promptly inform your customers of this product safety notification. We are also willing to notify your customers directly if you prefer.

Steps to Resolution:

1. SeaMetrics immediately stopped shipment of these meters when this problem was reported to us, pending selection of a new battery supplier.
2. SeaMetrics has identified a new battery supplier with an excellent reputation for quality. Although the reported ruptures are rare, SeaMetrics is replacing all old battery backs with batteries manufactured by our replacement source.
3. Replacement battery packs will be available approximately mid-May. SeaMetrics will begin shipping them at no charge as soon as they arrive.

Our primary concern is for you and the safety of your customers, so SeaMetrics is moving as diligently as possible to resolve the problem. In the interim, please use caution and urge your customers to do so while working near these meters. Please feel free to contact your customer service representative with further questions. We will endeavor to work with you in any way possible to minimize the impact of this potential safety issue on your business.

Sincerely,

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