



SONY UPDATE - α R ii

In March of this year, we received two reports that our Eclipse fluid had caused damage to the coating of the Sony Alpha - α R ii . Because these reports came in within a few days of each other, we were understandably very concerned - despite the fact that at no time during our testing process was any such damage evident.

We realized that we would need to revisit our findings - which would include physical testing , contacting our test sites, repair centers and Sony, and examining the sources of the initial claims. And this would take considerable time. Rather than say nothing publicly while we undertook this lengthy process, we chose what we felt was the only reasonable and decent option. We immediately notified all of our dealers via an urgent bulletin, and all of our customers via our website urging them to immediately switch to our AEROCLIPSE cleaner when cleaning all Sony cameras.

It was no surprise that the news was of great concern to our customers. Some felt we should have waited until our tests were completed before raising any red flags. In hindsight, we believe there was no other choice but to act as we did and protect what could have been a scenario with grave consequences.

Now that we have sufficient data in hand - including more tests, reports from Sony and other independent repair centers - we can safely conclude that Eclipse is 100% safe on these cameras. The initial reports of damage caused by Eclipse cannot be explained, except that we have heard nothing further from these individuals in pursuing our No Damage Guarantee (NDG), nor were we ever sent any evidence of the claimed damage.

As such, we are changing our recommended cleaner back to Eclipse, or AEROCLIPSE, as either one is safe and will be covered under our NDG. While we apologize for the confusion created , we are delighted at this final outcome, and that no cameras were damaged. Given the circumstances, we would make the same decision again without hesitation or regret. We do caution that the floating sensor mechanism, when present, is fragile, and sufficient care must be exercised to avoid damage.

To repeat, our current recommendation is that either Eclipse or Aeroclipse may be used safely on all sensors and we will continue to provide updates as circumstances warrant.

Sincerely,

David M. Stone, President

A handwritten signature in blue ink, appearing to read 'David M. Stone', is written over a light blue rectangular background.

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