Johnson Outdoors Diving – Safety Notice to U.S. Consumers

To our Valued Aladin Square Consumers:

We recently introduced the Aladin² dive computer, commonly called the Aladin Square, and it has been very well-received by divers and dealers alike. Like every SCUBAPRO branded product, it went through rigorous pre-market testing because we know that deep down you want the best, and that’s our goal each and every time.

A few weeks ago, a handful of consumers contacted us to report their Aladin Square had leaked and stopped working. We immediately brought in independent technical experts to determine the cause and acted prudently by asking our dealers to contact anyone who had purchased an Aladin Square to advise them to stop using the computer until further notice.

Here’s what the investigation by the outside experts have confirmed: Fiber contamination on PCB boards inside some Aladin Square computers compromised the sensor-sealing surface causing the computers to leak and stop working. Further, the fiber-contaminated boards were only used in the assembly of a subset of Aladin Square units from a single production lot, identified with serial numbers ending in 003.

Out of an abundance of caution, and consistent with our safety-first philosophy, Johnson Outdoors Diving, maker of SCUBAPRO, is recalling every Aladin Square with a serial number ending in 003. It has been determined that all other Aladin Square computers with serial numbers not ending in 003 can be used with confidence in the product’s quality and performance.

If you have purchased an Aladin Square dive computer, it is easy to determine whether you have a computer subject to this recall by checking the product serial number stamped in white on the back of the computer, as well as printed on labels affixed to the back and side of the product package. If this number ends in 003, you may return it your dealer and exchange it for a new Aladin Square computer, which has been confirmed to meet our high quality standards. Exchanges will be fulfilled within 30 days. If you prefer, you may contact SCUBAPRO directly online at www.scubapro.com and click on Aladin Square Recall Alert, or toll free thru our special hotline – 1-877-467-6675 - from 10:00 a.m until 7:00 p.m. Eastern Time, Monday thru Friday.

If your Aladin Square dive computer has a serial number which does not end in 003, please resume using and enjoying your computer with confidence in its quality and performance.

We regret any inconvenience experienced during or resulting from our investigation into this matter; however, our commitment to quality demands strict adherence to our “diver-safety first” philosophy. We hope you agree our actions were both prudent and appropriate.

Thank you in advance for your continued loyalty and support of SCUBAPRO.

Sincerely,

Joe Stella
Group Vice President, Johnson Outdoors Diving